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(Flute – T – 1)

**BEFORE THE
POSTAL RATE COMMISSION
WASHINGTON, DC 20268-0001**

POSTAL RATE AND FEE CHANGES, 2006

Docket No. R2006-1

**DIRECT TESTIMONY
OF JANYCE PRITCHARD (FLUTE-T-1)
ON BEHALF OF THE FLUTE NETWORK**

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EXECUTIVE SUMMARY

1

2 The logical place to begin is to offer in Section I a “Background of The Flute Network
3 Testimony”. The Flute Network is the publication which is the whole reason we’ve been
4 so intimately involved with the USPS - especially its Standard Mail services - and is the
5 source of all the experiences that I will be sharing with you in this regard. As it is,
6 between January and May of 2006, The Flute Network had been wrestling with the very
7 questions which, as I learned in late July 2006, were also at the heart of a recent GAO
8 report on the USPS Performance Delivery (GAO-06-733). That GAO report noted a
9 glaring omission of information on the part of the USPS specifically regarding its
10 performance of delivery with Standard Mail. Because we had completed some rather
11 elaborate research on these very issues ourselves, it became clear to us that we have good
12 information and measures that the USPS claims it doesn’t. And (as I was to come to
13 learn) since the PRC was called upon to use this kind of missing information in its
14 consideration of at least one case actively before it now, I was honored to follow through
15 on the opportunity to formally “enlist”, and share what we have for your consideration.
16 The story of how all this came together is included in that section. In a short section
17 following that, I link all that background to “The Purpose of Flute Network Testimony”.

18

19 What I personally bring to the preparation of this Testimony by way of prior personal and
20 professional experience is addressed in the next section - “Autobiographical Background”
21 This section is mostly a discussion - for all the particulars, a more formal Resume is
22 included as Exhibit I. Certainly an important part of any such consideration must include
23 an honest assessment of one’s motivation for testifying – in this section I relate how

1 following through on this opportunity to Testify in this case is very much in the vein of
2 the mission of The Flute Network, perhaps even very near its very core. I also own up to
3 some very practical reasons as to why Flute Network has a deep interest in postal rates
4 and why it is we have cared about that for so long.

5
6 All meaningful arguments have to be rooted in something meaningful. The next section
7 pulls in a relevant Standard, a Code, and a couple of interpretations from USPS materials
8 about what *it* thinks and understands of its responsibilities and promises to Standard Mail
9 customers.

10
11 Now, to bridge who “we” are with who “they” are (as in the Standard Mail service and
12 expectations thereof), and since the whole question has to do with Postal Performance, it
13 makes sense to go next into a detailed and complete description of “The Mechanics of
14 Flute Network Mailings”. In this section I describe how Flute Network and USPS
15 Standard Nonprofit letter mail services mesh. A copy of the two kinds of typical address
16 labels we use, along with copies of the related forms we supply for our Standard
17 Nonprofit label mailings are provided for your convenience as Exhibits II and III (One
18 important note must go with that – the mechanics of the mailing program we use won’t
19 let us back date forms. The Presort upon which these particular copies of forms were
20 generated is the very Presort which we used for our March 2006 issue, so all the numbers
21 and counts portrayed in Exhibit III are accurate to that mailing... it is only their dates
22 which are off.)

1 You will already know what happened with us (The Flute Network) between January and
2 May of 2006 from that first section. This next section, then, is the story of how it is we
3 got to where we were in January of 2006, in the first place. Our concerns with USPS
4 delivery actually began to take firm hard shape in early 2004, so that was when we also
5 began to take notes and keep records. In this section one finds the pertinent history of our
6 experiences and interactions with the USPS at various levels along the way, all in trying
7 to sort out what was happening to us, and what we might then be able to do about it.

8

9 In Section VII, I share all we know, and how it was we came to know it, regarding the
10 USPS performance of delivery of Flute Network via Standard Nonprofit letter mail
11 services. The first set of data described is the cumulative record of the time it took my
12 copy of Flute Network to arrive at my house (in San Bernardino, CA) from each mailing
13 we did (from Waynesville, NC) over the course of 17 issues. Following that is the
14 summary of information we garnered from the appeal we made to our subscribers
15 (nationwide) to let us know both when they got their February and March 2006 issues,
16 along with their zip codes. Copies of the relevant pages from four issues of The Flute
17 Network (where we put out that appeal and discussed our thinking about it) are included
18 as Exhibit IV to this Testimony. The resulting raw data from all that, along with maps
19 graphically illustrating that information, are included as Exhibit V.

20

21 We've known for a long time that our subscribers are a particularly marvelous group of
22 people, so I wasn't surprised that most of them shared quite a lot more with us than the
23 two bits of information we asked of them. In this next section all that "bonus"
24 information which was shared with us is synthesized and summarized for what it adds to

1 the consideration at hand. (Turns out that a respectable number of USPS workers are also
2 flute players, and what they had to say was particularly grounding.)

3
4 Having a 22 year history of service, we also enjoy comfortable relationships with other
5 companies who've had years of their own experiences with the USPS. When word of our
6 own inquiries went out, we also heard back from (and shared many conversations with)
7 those who'd had responsibilities for mass mailings in recent months and years for their
8 own business purposes – their stories are also pertinent to the questions before you so
9 I've included this information as well.

10
11 Changes in rates for First Class Mail service are also before you for your consideration.
12 The next section in this Testimony, then, relates pertinent Flute Network experiences (ok
13 – problems) regarding USPS Delivery Performance experience with delivery of First
14 Class Mail. I've also included a note here about one particularly frustrating fee that we
15 continuously encounter for one of the notifications from Address Correction Service.

16
17 All this negativity screams out for balance – even to me. In Section VIII I've included
18 the USPS own News Release from May 2, 3006 – “Postal Service Highlights
19 Performance Scores”.

20
21 Section IX – “On the Other Hand However” brings us back to August 2006, and a LA
22 Times article which is the most complete description I've seen yet about Representative

1 Henry A. Waxman being pushed by his constituents to look into their complaints about
2 the serious delays in postal service experienced in the Los Angeles area.

3

4 In Section X – “Discussion of Overall Insights, Thoughts, and Apparent Conclusions” –
5 is precisely that... a “given all of the above, where does that leave us” kind of thinking-
6 out-loud section, with some serious reflection and a recommendation “from the field”
7 (for what it may be worth...).

8

9 “In Conclusion” – Section XI – ultimately brings us back to a quote from the GAO report
10 which I hope might be taken to support Flute Network Testimony and the related Exhibits
11 as having a place in PRC deliberations.

12

I. BACKGROUND FOR FLUTE NETWORK TESTIMONY

My name is Janyce Spell Pritchard (“Jan”) and I am the Editor and Publisher of The Flute Network. Flute Network is a nonprofit and entirely volunteer service (by design), now completing its 22nd year as a bulletin board service for flutists, flute teachers (*and* the people who love them). We are primarily a print publication which goes out generally 10 times a year, free of charge, currently to some 6,200 different recipients across the country. All but a small number of them go by Standard Non-Profit letter mail. Typically the publication consists of 8 standard letter size pages (specifically two 11 x 17 inch pages printed front and back and folded in half), folded in half again and tabbed, so as to meet the requirements of letter size mail.

Since the beginning of 2004, we have been very concerned and quite alarmed about an increasingly apparent deterioration of USPS service in terms of the length of time it was taking for Flute Network to be actually delivered across the country once it entered the USPS system. Being a somewhat time-dated thing, we were getting many calls about it arriving very late -- in several cases, long after some of the events advertised in it were well past. There were also increasing numbers of calls asking “Where’s my ad/listing?!” – the caller had expected it to appear in the “next” issue, and when it subsequently arrived they didn’t see it in there... when asked what the date was on the issue they’d just received we’d find out it was the issue dated for the month prior and the issue with their ad in it (which had also been in the mail since some time before) had yet to arrive. I knew that my own copy was taking far too long to arrive as well. Consequently, I began to actively keep records on it. (As will be detailed below, we made numerous and

1 repeated attempts since early 2004 to identify and track any potential problems with our
2 mailings, and to actively address them with USPS employees at numerous levels. This
3 continues to be an ongoing effort.)

4
5 By the beginning of 2006, it was becoming painfully clear that things were not looking
6 any better as regards USPS delivery of Flute Network. Because of my concerns about
7 timeliness of delivery, and increasingly feeling helpless to do anything to help with that –
8 and given what I knew about how special our subscribers are and the rather unique
9 relationship we enjoy with each other – I put out a pointed appeal for *their* help as well in
10 sorting all this out. I asked them to let us know two things as pertained to receipt of two
11 Flute Network issues – regarding both the February and March 2006 issues, would they
12 please let us know both their zip code and the date they received their copy. (Copies of
13 all materials pertinent to that campaign, and also the data that developed from it, are
14 included as Exhibits later in this testimony.)

15
16 By April of 2006 we were at something of a crisis point. Among the facts we had to
17 seriously consider: (1) we were losing advertisers because copies of their ads were not
18 being received in a timely enough manner to be useful to them or their prospective
19 customers, and our subscribers were likewise frustrated that they were only learning of
20 special opportunities **after** they had passed , (2) people wanting to get word out about
21 events they were involved in were not getting the audiences they'd hoped for because
22 people didn't hear about it until after the fact; and (3) generally speaking – the mission
23 we had for Flute Network was feeling thwarted enough due to problems of postal

1 delivery that we felt we had no choice but to suspend publication, step back and reassess
2 with as clear a view as possible what might be the best way to move forward, if at all.
3 We knew from the feedback we'd received to that point that people DID want their print
4 copies – they did NOT want us to be “internet only”... but figuring out how to make that
5 happen in a meaningful way in a 2006 world was needing to be sorted out (and maybe a
6 little bit of magic as well, perhaps).

7

8 Additionally, in recent months, we've heard and recorded many of the stories shared with
9 us from other companies who do large mailings with the USPS - all of whom serve the
10 same flute playing public that we do. Because the range of their collected experiences is
11 pertinent to the concerns at the heart of this Testimony, many of these will also be
12 included here. All of us are in something of the same boat as regards USPS related
13 concerns – most are frustrated and many of us quite discouraged. A large part of the
14 frustration is due in no small part to the USPS lack of information (accurate truthful
15 information) about what customers of Standard Mail can reasonably expect as regards
16 performance -- the USPS keeps assuring all of us that Standard Mailings should be taking
17 no longer than 10 (“maybe 12”) days to reach recipients across the country.... yet our
18 first hand experiences were proving otherwise, which for some resulted with disastrous
19 consequences.. (In fairness – and as will be detailed below – those mailers who did not
20 have tight time related objectives for their mailings were generally far more satisfied with
21 the USPS in this regard. More on that to come.)

22

1 In early May 2006 then, we took the hard step of notifying our subscribers in our
2 May/June 2006 issue (which went in the mail system on May 11, 2006) that we were
3 going on hiatus and suspending further publication and mailings while we did our best to
4 sort all this out, and that this would be the last issue of Flute Network for a while – for
5 how long, we couldn’t say.

6
7 Then – everything changed on July 28th. It’s not an exaggeration to say that. On Friday
8 July 28, 2006 I read with very great interest a short article from Reuters on page A21,
9 upper right hand corner, in the Los Angeles Times -- “Mail Delivery Standards Called
10 Outdated”¹. Credited only to Reuters, the blurb reported of the recently released GAO
11 report pertaining to its investigation of USPS delivery performance – this was the very
12 first I’d heard of anything of the sort. I immediately went to find the report online
13 (<http://www.gao.gov/new.items/d06733.pdf>), and printed out most of it.

14
15 The full title of this GAO Report is: “U.S. POSTAL SERVICE – Delivery Performance
16 Standards, Measurement, and Reporting Need Improvement” – GAO-060733. While the
17 entire report was a joy to find (personally speaking, in that so much in it totally validates
18 our experiences in so very many ways – but more on that later), what jumped out at me

¹ From LA Times – Friday, July 28, 2006, p. A21: “Mail Delivery Standards Called Outdated” – appended in full as Appendix 1 at the end of this report.

1 the most were the repeated references to the fact that there was NO data that the USPS
2 had pertaining to its delivery performance of Standard Mail.²

3
4 Well.... I was stunned (but not too surprised). However – I was now in a rather
5 uncomfortable position because, as already described above, *we* have that kind of data,
6 and on a national scale...

7
8 Katherine Siggerud (author of this GAO report) kindly took my call on July 28th, and
9 strongly encouraged me to consider sharing the data and information we’ve been
10 collecting all this time with the Postal Rate Commission. (Now, other than a *vague*
11 *awareness* of an entity by that name as existing somewhere in the ethers of Washington
12 DC, and a rather hazy recall that it’s name was usually associated in news reports with
13 the fact that the cost of postage stamps were going up again, I knew nothing about the
14 PRC at that point and had no idea about its functions.) When I asked who at the PRC
15 might be good to talk with, Ms. Siggerud suggested I try to find Ms. Shelley Dreifuss.
16 Very shortly after that phone conversation I went online, found the PRC website, and sent
17 off a blind email to PRC-COMMENTS in hopes it might reach Ms Dreifuss – it was soon
18 after that she kindly took me up on the invitation to call me. We talked for a couple of
19 hours.

² For instance - Table 2: USPS Measurement and Reporting of Timely Delivery Performance on p. 23 reports that Standard Mail represented 47.7 percent of Mail Volume, and 28.4 percent of Mail Revenue – yet it goes on to note: “Representative Measurement – None*” with “*” referring to a footnote that “No representative measure of delivery performance exists for this mail. ...”. Table 3 on page 25 reiterates – for Standard Mail “USPS does not measure delivery performance...”. Table 4 on page 28 says it again: for Standard Mail and Periodicals – “USPS has not reported delivery performance data for this mail because it does not collect representative performance data”.

1 **II. PURPOSE OF FLUTE NETWORK TESTIMONY**

2
3 I am very grateful for the opportunity to talk with you as regards this current
4 consideration of a postal rate increase, R2006-1. My testimony is to fill in for that “lack
5 of data” claim when it comes to USPS performance when it comes to Standard Mail –
6 particularly Standard Non-Profit Letter mail.

7
8 In sum – the promises being made now to mailers for the rates currently charged by
9 USPS are not being met, and in fact are no where near close to being met. Any
10 consideration of raising postal rates – especially for this class of service – is not taking
11 into account the very poor service customers like me are currently receiving, even at the
12 current rates. I will be sharing with you the data we have collected as described above,
13 and a few of the collected experiences of other mailers who have encountered similar
14 delays and frustrations and whose experiences I have been privy to for many years, and
15 who now wish to join me in our collective interest in providing this pertinent information
16 to the PRC for its consideration. I will also cite standard and code that underscore some
17 of our frustrations, and at least one inconsistency in USPS related documents pertaining
18 to these promises on the part of USPS.

19
20 I do not believe (and that is my choice) that the USPS has any mal-intent in providing
21 such poor service to its Standard Mail customers. Rather, I am more convinced than ever
22 as a result of our own investigations that the USPS is full of good people honestly trying
23 to do their best with a mind boggling job of managing the huge volume of bits of paper
24 under a host of different rules, and on a virtually never-ending daily basis (according to

1 the USPS Annual Report, there were 211,743 million pieces handled in 2005 alone³).

2 Whether the problems in flow of Standard Mail are due to management decisions
3 regarding priorities at various levels, or unintended consequences of the current
4 consolidation efforts, or some combination of those and other factors, is beyond my
5 ability to know. Even so, I believe my Testimony will provide grounds for better
6 appreciation of a serious disconnect between USPS promises and their performance
7 which has time and time again proved to have grave consequences for Standard Mail
8 customers.

9
10 **III. AUTOBIOGRAPHICAL BACKGROUND**

11
12 I have never testified to this commission before, nor in fact to any other governmental
13 commission. Recognizing that my personal professional background is probably not
14 typical of those who generally testify in cases like this, I have included a partial Resume
15 as Exhibit I.

16
17 The common denominators to most of my background and experience as outlined in my
18 Resume is the discipline itself of “problem-tackling” which comes with having earned a
19 PhD at Michigan State University, and also an ongoing (possibly perverse) fascination I
20 have with the unique way that lessons learned with each successive challenge in life tend
21 to build upon each other. Many parts of my background have led in logical steps-
22 though perhaps slightly meandering ones - to my testifying before you today.

³ 2005 Annual Report United States Postal Service, table on p. 21

1 That The Flute Network (and I) would stick our neck out in this way and at this time by
2 in effect publishing all that we're about to share in this Testimony is actually well within
3 Flute Network's long held mission to give voice to those who might not otherwise have a
4 voice. Let me tell you a bit about the background of The Flute Network... it was actually
5 started 22 years ago directly as a result of a couple of very unethical musical instrument
6 buyers traveling the east coast. Outside of the local want ads, the only outlets someone
7 had to sell their flute (or to buy one) in those days, who was not a Musicians Union
8 member themselves or connected to one⁴, was to connect with one of these two well
9 known men who traveled around buying things. Because there really were few if any
10 options for people, these men would/could give pennies to the dollar when buying such
11 an instrument, but more often than not it would be less than that. These men would then
12 turn around and sell the it for the thousands of dollars it was actually worth – and it made
13 me mad to see people so unfairly taken advantage of in that way. SO – Flute Network
14 was started to give people an alternative – by pooling our resources (so to speak), they
15 could have a medium by which to get-the-word-out about things *beyond* their local
16 circles, connect with others of similar interest and desires, and possibly reach a far more
17 equitable arrangement than they might have otherwise. I felt at the time (and still do) that
18 if all it took was some effort from me to coordinate things to make this kind of good thing
19 happen for people, then by golly I was (and am) happy to do it.

20

21 Likewise, then, I am aware that not many folks have likely amassed the kind of data we
22 have, specifically about the recent real performance of Standard USPS mail. The USPS

⁴ The Musicians Union monthly newspaper was the only real outlet for for-sale-listings for good quality professional level instruments at the time, and it was only available to Union members.

1 readily admits it doesn't have anything like it and I hope they won't hold it against me
2 that we do! (I would not be truthful if I said I do not fear possible Post Office retribution;
3 however, we are coming forward only after rigorous examination of our data and totally
4 in good faith, and with hopes that good things can be made better by benefit of good hard
5 examination.) Sometimes it takes someone standing up and sticking their neck out before
6 others who may have wanted to decide to do so as well... if it should be that others come
7 forward in the future as a result of our going "first", then I am happy to do so. I hope
8 they will.

9

10 Regardless – as a trained researcher, I know we have good data. I also have a basic belief
11 that people in general want to “do right” in their lives, and that the absence of
12 information can sometimes make that harder to do. It is my hope and expectation that the
13 information shared with you here might assist with that larger desire to do “more right”
14 for “more people” in “more places” the general public who is served by, and works
15 for, the USPS included.

16

17 One more thing: In 2005, approximately 35% of Flute Network revenue went directly to
18 pay Bulk Mail postage on our print and mailed issues. We also rely on USPS for First
19 Class and Priority Mail – ads and listings, and more importantly the payments for ads and
20 listings (which we rely on 100% for our funding), come via those services, as has been
21 true also for all our 22 years. Therefore – as will be detailed in testimony to come – we
22 have been paying close attention to both the costs and the efficiency (value) of all those
23 services.

1 As stated before, Flute Network is a totally volunteer operation. I do not rely on it for
2 personal income, and we have no employees. From the beginning I have had only two
3 criteria for it: as long as it continues to be useful to people, and as long as it basically
4 pays its own bills, I am happy to continue to “do” it. Since early June 2006, we’ve
5 learned that the first criterion has been resoundingly confirmed... people in surprising
6 numbers told me that they DO want their print copies via snail mail. Further, two of our
7 advertisers have let us know they may have to close their doors soon if we do not resume
8 publication (they can afford no other advertising outlet and it seems the ads we carried
9 for them had thus far proved to be of substantial value to them). The second criterion
10 then – of which the USPS is a very big core part – is currently in question. We now have
11 a better understanding of the actual pattern of service currently available to us through
12 Standard Non-Profit letter mail and will make our own decisions about what it means for
13 us as we ponder our own print-and-mailing future; any rate increases for postage service
14 will also undoubtedly have their own consequential impact on those decisions as well.

1 **IV. A STANDARD, A CODE, and OTHER PROMISES**

2
3 A. RULE 54(n) – from Attachment G to the original filing of this case, Request Docket

4 No. R2006-1, page 37 of 46 is as follows:

Attachment G to Request, Docket No. R2006-1, page 37 of 46.

RULE: 54(n)

REQUIREMENT: This rule requires identification of any performance goals which have been established for the classes and subclasses of mail. The Request must identify the achieved levels of service for those classes and subclasses of mail and mail services for which performance goals have been set.

The currently effective service standards for mail are shown below.

5 **UNITED STATES POSTAL SERVICE
SERVICE STANDARDS**
(ZIP Coded mail only)

Mail Class	Over night	2 nd Day	3 rd Day	4 th Day	5 th Day	6 th Day	7 th Day	8 th Day	9 th Day	10 th Day
Express Mail										
Priority Mail										
First-Class Mail										
Periodicals										
Package Services										
Standard Mail										

6 7 Achieved levels of performance are shown in the Origin-Destination Information System (ODIS) Quarterly Statistics Reports, This information appears on both the Postal Rate Commission (www.prc.gov) and Postal Service (www.usps.com) websites. The reports
8 from fiscal year 2005 were posted on the Commission website on February 2, 2006.

9
10 According to the above table, The Service Standards for Standard Mail – Zip coded mail
11 only – are three to ten days. The paragraphs above and below the graph are also of
12 significance, but I will not comment further on them here.

1 B. U.S. CODE: TITLE 39; SECTION 3622

2
3 Portions of the U.S. Code: Title 39: Section 3622 Rates and Fees are also of importance
4 to this consideration:

5
6 **Section 3622. Rates and fees**
7

8 (a) From time to time the Postal Service shall request the Postal
9 Rate Commission to submit a recommended decision on changes in a
10 rate or rates of postage or in a fee or fees for postal services if
11 the Postal Service determines that such changes would be in the
12 public interest and in accordance with the policies of this title.
13 The Postal Service may submit such suggestions for rate adjustments
14 as it deems suitable.

15 (b) Upon receiving a request, the Commission shall make a
16 recommended decision on the request for changes in rates or fees in
17 each class of mail or type of service in accordance with the
18 policies of this title and the following factors:

19 (1) the establishment and maintenance of a fair and equitable
20 schedule;

21 (2) the value of the mail service actually provided each class
22 or type of mail service to both the sender and the recipient,
23 including but not limited to the collection, mode of
24 transportation, and priority of delivery;⁵
25

26 It is this Section 3622(b)(2) that is of most significance to my testimony here today. For
27 Standard Class of mail, both senders and receivers are getting very very poor service, and
28 it has been deteriorating for at least two and a half years that I can document.

29
30 Combining this Section of Code with the Table of Service Standards just above it, we
31 see the source of much customer frustration and confusion when it comes to Standard
32 Mail services. Even as recently as 08/16/2006 I was reassured by a USPS Business Mail
33 office that Standard Mail (properly prepared of course) would be reaching addresses
34 nationwide in 10 days max, and locally in 1 to 2. As will be shown, actual experience is
35 significantly different and has been for some time.

⁵ http://caselaw.lp.findlaw.com/scripts/ts_search.pl?title=39&sec=3622

1 C. USPS INTERPRETATIONS AND PROMISES

2 The "...priority of delivery" reference in Section 3622(b)(2) may also be particularly
3 important to our consideration today. Standard Mail rates, and Non-Profit Standard rates
4 in particular, are indeed significantly lower than First Class rates and there appears to be
5 some confusion in what that does to USPS "priority of delivery" of those pieces.

6
7 On page 8 of the Office of Inspector General – SEMIANNUAL REPORT TO
8 CONGRESS, October 1, 2005 – March 31, 2006, there is a notation on the illustration
9 about the Business Mail Entry Process, that acknowledges:

10
11 "Presorting mail is a work-sharing incentive that offers discounted
12 postage rates to customers in exchange for performing a portion of the
13 work associated with the mailing."⁶

14
15 Further – in that same illustration is the additional stipulation:

16
17 "The Postal Service requires all mailings to be properly prepared by the
18 mailer, taken to an approved BMEU, and prepaid before entering the mail
19 stream."⁷
20

21 That these pieces being submitted for Standard Mail (including Non-Profit Standard
22 Letter mail) are also bar coded, presorted, and bundled for ease of USPS handling – all
23 done by the mailer before they enter the USPS system – should logically smooth the way
24 for their efficient delivery.

25
26 However – the GAO report on USPS Delivery Performance documents another view of
27 what these discounts in mailing rates mean as regards the handling of Standard Mail:

⁶ Office of Inspector General – Semiannual Report to Congress, October 1, 2005 – March 31, 2006, USPS,
p.8.

⁷ Ibid.

1 “Postal officials, including the Postmaster General, told us that differences
2 in postage rates for different types of mail reflect differences in delivery
3 standards and priority. The Postmaster General noted that variability in
4 delivery standards and timing of delivery is built into USPS’s pricing
5 structure. He noted that lower-priced mail with lower delivery priority
6 receives more variable delivery; this includes mail such as Standard Mail
7 which receives discounts for presorting by ZIP Code and destination entry
8 that is generally closer to where the mail is delivered. For example, USPS
9 can defer the handling of Standard Mail as it moves through its mail
10 processing, transportation, and delivery networks. Thus some pieces of a
11 large mailing of Standard Mail may be delivered faster than others. The
12 Postmaster General explained that this variability of delivery is consistent
13 with the relatively low rates afforded to mailers of Standard Mail, who pay
14 lower rates than mailers of First-Class Mail.”⁸
15

16 Certainly these do not have to be incompatible takes on the matter. Lower priority
17 handling that still results in meeting the Delivery Standards as outlined in Rule 54(n)
18 would certainly be OK! If only that were so.
19

20 **V. THE MECHANICS OF FLUTE NETWORK MAILINGS**

21

22 The Flute Network owns and maintains its own mailing list. We go to subscribers
23 nationwide via USPS Standard Non-Profit Letter mail – our only requirement for adding
24 someone to the list (presuming they wish to be added in the first place) is that we are able
25 to generate a bar code for their address that the USPS recognizes as Valid. Currently,
26 our total list includes 6,403 addressees, however we do not mail to all of those on a
27 regular basis via Standard Mail (all out of country mailings are done via First Class/Air
28 Mail only, and generally around 100 or so of each issue are sent out via First Class Mail).
29

⁸ GAO-06-733 USPS Delivery Performance Information, July 2006, p. 10.

1 At least three times a year we mail with “Change Service Requested”. We belong to the
2 Address Correction Services as “BYNMLCH”, receiving updates through them on a
3 regular basis. Address corrections and updates are made to the Flute Network Master
4 List as they come in, either from subscribers sending them in on their own, or via ACS
5 with their monthly delivery of a data CD.

6
7 Managing our list and processing our mailings is all done in-house. We subscribe to
8 Accuzip 6 4.0⁹ and its bi-monthly update services. For each issue mailing, we first use
9 the ACS Module of Accuzip to incorporate any ACS data we have received since our last
10 run. We then Verify the list, pull out all addresses that are deemed “undeliverable” for
11 any reason and the resultant list is again Verified, then Presorted, CASS certified, and
12 saved for the archives as each issue goes to press. As each issue goes to press, we then
13 process that month/issue Presort list with Accuzip -- print the CASS Summary Report
14 (PS Form 3553), the Postage Statement – Nonprofit Standard Mail (PS Form 3602-N),
15 the USPS Qualification Report, the Packing Report, and the bar coded Tray Tags. All the
16 bar coded mailing labels for that issue are then printed. (Copies of each of these items as
17 pertaining to our March 2006 issue mailing are included as Exhibits to this Testimony –
18 because of the way Accuzip is structured, we could not back date those documents when

⁹ As described on their website: “AccuZIP6 4.0 is GOLD PAVE and CASS Certified by the United States Postal Service. ...AccuZIP6 is an all-inclusive cost effective mailing list software package that verifies and standardizes your addresses, adds ZIP+4, Carrier Route, Line of Travel information, removes duplicate records, creates all required USPS postal reports, and prints POSTNET Delivery Point barcodes on labels or directly onto your mail pieces.” AccuZIP, Inc., 3522 El Camino Real, Atascadero, CA 93422-2531. Online: <http://accuzip.com>

1 we ran them for inclusion in this Testimony – however all other figures and the counts
2 reflected in them do pertain to that March 2006 issue mailing.)

3
4 All labels, reports, count lists and tags are then sent to the Mountaineer Newspaper in
5 Waynesville, NC along with the layout copy for each Flute Network issue. As they have
6 since we first started working with them in 1988, the folks at the Mountaineer Newspaper
7 print the Flute Network publication, fold it, apply the necessary tabs where needed, then
8 apply the mailing labels, bundle it all according to the sort report, and deliver it all to the
9 Waynesville, North Carolina Post Office. After the mailing is on its way, the
10 Mountaineer returns the layout artwork and whatever “office copies” of the publication
11 are left at that point, to me. Generally about four weeks later, we do it all over again with
12 a new issue, new batch of mailing labels, and so on.

13
14 Our Permit label is imprinted on each piece: “Presorted Non-Profit US Postage Paid
15 Waynesville, NC Permit 37”. To clarify any potential confusion, I do now live in San
16 Bernardino, CA (moved here in 1994), and we use a Post Office Box address here for the
17 business. All artwork/layout, and postage materials are sent to the Mountaineer Press
18 Enterprises in Waynesville, NC via overnight and second-day-air UPS. The
19 artwork/layout is returned to me via second-day-air UPS; “extra” or office copies of the
20 publication are sent to me via ground service UPS.

1 **VI. INQUIRIES TO USPS ABOUT DELIVERY OF FLUTE NETWORK**

2
3 Although we had been increasingly aware of problems with USPS delivery of Flute
4 Networks for some time longer, as already mentioned it was early 2004 that denial of the
5 problem no longer worked to insulate me from having to take it on directly. Several of
6 the original phone logs and notes from the ongoing conversations with USPS personnel
7 about our questions do exist in our records, and I will recap the highlights of them here.
8 (Since those notes do include specific phone numbers, names and dates, for the sake of
9 privacy they will not be included as an exhibit here at this time; should it be deemed
10 important to share them, I stand ready to do so.) All quotes attributed to a speaker are
11 included here as my notes show they were told to me.

12
13 Re: March issue 2004. It was late. Way late. On May 15, 2004 I received a call from a
14 subscriber in Tustin, CA letting me know she had just gotten her copy and wanting to
15 alert me to that fact. I'd actually received mine in San Bernardino, CA that same day.
16 That meant it wasn't just mine that was late. I called the Waynesville NC Post Office to
17 find out when that mailing had cleared through there (and thus entered the USPS System)
18 – found out it had been processed into the system on March 15th... The Postmaster was
19 not available at that time (no note as to why), but I remembered the fellow I was speaking
20 with - and perhaps more important than that - he remembered me from when I lived in
21 the area and used to come by in person to pay my bulk Mail bill each month. I learned
22 there was “no bulk mail person” there anymore – the woman I'd worked with on that for
23 so many years at that Post Office had left and “was not being replaced”, but he had
24 remembered our mailings coming through without problems– and at that point also the

1 subsequent April and May issues as well (he gave me the dates they'd cleared through).
2 All looked to be well at that level with Flute Network mailing preparation, as far as he
3 could tell.

4

5 Thinking that perhaps there were delivery issues out here in California then, I called the
6 local Bulk Mail Office near us for insights. The gentleman I talked with there had no
7 ideas about any such delivery problems and directed me to USPS Consumer Affairs in
8 San Diego. I placed a call to them on May 25, 2004 and spoke with a lady there. She
9 told me she'd "create a case to track the flow" – and that "those were heavy dates for the
10 Post Office due to it being tax season" – implying that this alone would explain any
11 problems we were experiencing.. (I never did hear anything back from her.) I also
12 researched and found a similar Consumer Affairs office in North Carolina and talked
13 with a woman there in Charlotte, NC about the same questions and concerns, and asked
14 about tracing Flute Network flow on that end (i.e., after it had left Waynesville, through
15 Asheville and on to them). She indicated that it might be a possibility, and there is a
16 notation that I'd sent her copies of the mailing piece. (I never heard back from her either.)
17

18 On September 17, 2004 – a late September issue prompted another attempt to sort out
19 what was wrong and what we might be able to do about it. Phone log notes tell of calls to
20 the Asheville, NC processing plant, and talks with the plant supervisor, and two of the
21 workers in the Bulk Mail handling division there... one of them had remembered seeing
22 Flute Network go by but didn't remember anything that could explain why we were
23 having problems. From Asheville, I learned, bundles were all sent to Charlotte, NC or to

1 Greensboro, NC for further processing, all according to the sack labels -- so I placed calls
2 to both facilities in hopes of any insights from that level of USPS handling. There are
3 notes of having talked with the manager of District Operations and a general clerk of the
4 MBO office there in Charlotte. There are no notes of any insights or answers that were
5 available to help us from that level of USPS service either.

6

7 On November 10, 2004, prompted yet again by a dismally late arrival of another issue of
8 Flute Network (this time our October issue), there are notes of another call to the
9 Waynesville PO to inquire about the story behind that. Spoke again with the gentleman
10 that I knew and had talked with in March – this time he let me know that he was “going
11 to a new position in another Post Office” that next day and “I’ve not done bulk mail in six
12 months and I don’t know who is taking it over now either”. He told me I really should
13 talk with the new Postmaster (one I’d not met before I moved to California since he’d
14 been there about a year at that point), however - he wasn’t there just then. With no
15 answers or clues from Waynesville this time, I see in the notes that I followed up with
16 calls to the Bulk Mail section at the Asheville Post Office plant again, and to the
17 Postmaster at the installation there in Asheville – messages were left with a secretary...
18 no notes of anyone ever calling back.

19

20 The next notes in the phone log regarding these concerns relate one of what would come
21 to be very many calls to the Postmaster of the Waynesville office – Mr. Julio Provenzano
22 – on November 16, 2004. I can not sing the praises of this man highly enough! Mr.
23 Provenzano not only helped me understand where potential problems might be when it

1 came to subsequent delivery of Flute Network, he actually followed through with me on
2 plans of action for sussing out any possible problems that might be in our power to
3 correct. He offered to start “spot checking the sacking and labeling” of Flute Network
4 mailings as they came through (for example, to see if maybe there was a piece destined
5 for CT in the bunch destined for ME, etc.??), and he also gave me the dates that our
6 various issues had cleared their Post Office, for our records.

7
8 On December 9, 2004 there is a phone log note of a message left by Mr. Provenzano that
9 he had verified our December mailing and to let him know when we received our copy in
10 California.

11
12 Although I do not have further notes on it, specifically, I can confidently testify that Mr.
13 Provenzano has continued to be the single best representative for the USPS service that
14 I’ve had the honor to work with (at any level!). Not only was he generous in joining me
15 in being sure that our mailings, as being brought to him by the Mountaineer, were
16 entirely in order, he has continued to this day to “spot check” them himself, personally,
17 as subsequent issues were brought in for mailing. We have talked many times on the
18 phone since then, and he is aware of my plans to submit this Testimony. I do believe he
19 is as mystified as we are about what has been happening with delivery of Flute Networks
20 after they leave his Post Office.

21
22 At no point did I consider filing a formal complaint with the USPS about our poor service
23 with delivery of Flute Network. I honestly didn’t think that doing so would have done

1 any good (based on the previously described experience with calls to USPS Consumer
2 Affairs offices). Generally speaking, I don't like to complain about things – would much
3 rather put that energy into doing all I can to understand the situation or concern, and see
4 what might be done to deal with it. ... this concern was absolutely no different.

6 **VII. OUR RESEARCH – A CASE STUDY FOR THE USPS**

7
8 By late 2004, then, with full confidence that Flute Networks were being prepared as
9 required by USPS for Standard Non-Profit bulk mailing, and that whatever problems we
10 were having were outside of *our* control – the only thing I could think of to do was to
11 keep things going and begin tracking what we could track, documenting what we could
12 document, and see what we might learn as we went along.

14 **A. TRANSIT OF FLUTE NETWORK ISSUES FROM ENTRY INTO USPS SYSTEM** 15 **IN WAYNESVILLE, NC TO DELIVERY IN SAN BERNARDINO, CA**

16
17 Beginning in January 2005, I kept in touch on a regular basis with the Waynesville Post
18 Office about the dates our mailings cleared their office (and thus entered the USPS
19 system), and when we received our copy here at the house. In all cases I was home on
20 the day of delivery and could note the date of receipt. That data is charted in the chart
21 below.

TRANSIT TIMES OF FLUTE NETWORK

Waynesville, NC Post Office entry, to San Bernardino, CA

List reflects most recent issues, going backwards to the beginning of taking notes.

<u>ISSUE</u>	<u>Processed at Waynesville PO</u> (confirmed via phone calls)	<u>Date Rec'd</u>	<u>Days in transit</u>
--------------	---	-------------------	------------------------

May/June 2006	05/11/06	05/18/06	7
April 2006	04/13/06	04/25/06	12
March 2006	03/09/06	04/12/06	34
February 2006	02/09/06	03/06/06	25
January 2006	01/12/06	02/04/06	23
December 2005	12/08/05	01/23/06	46
November 2005	11/10/05	11/28/05	18
September/October 2005	10/11/05	11/12/05	31
July/August 2005	07/12/05(est.)	07/26/05	14
May/June 2005	05/12/05	06/07/05	26
April 2005	04/12/05	05/27/05	45
March 2005	03/11/05	04/04/05	24
February 2005	02/14/05 (est.)	02/26/05	12
January 2005	01/12/05 (est.)	02/24/05	43

May 2004	05/15/04	06/01/04	17
April 2004	04/16/04	05/13/04	27
March 2004	03/15/04	05/14/04	60

1 INITIAL CONCLUSIONS from this data: Granted that we're dealing with one
2 comparatively remote postal point to another, the USPS hasn't been doing very well in
3 getting anywhere close to its "10" (or even "12") day standard for delivery as per Rule
4 54(n). No pattern of consistency is evident either which makes it even harder to plan.

5
6 In summary - of the 17 issues tracked:

7
8 1 – delivery took 7 days.....

9 4 – delivery took 12 – 17 days

10 4 – delivery took 18 – 34 days

11 4 – delivery took 43 – 60 days

12

13 B. OUR FEBRUARY/MARCH ISSUE STUDY

14
15 As part of this Testimony, as another Exhibit, I have included copies of the pages in four
16 of our last Flute Network issues which fully detail what we were wrestling with
17 (especially regarding USPS delivery matters), and which portray our entire handling of
18 the matter.

19
20 To recap briefly – in our February 2006 issue we asked our subscribers to let us know
21 two things: (1) their zip code, and (2) the date they received both their February AND
22 their March issue, respectively.

23
24 The raw data that came in from that inquiry is included in this testimony as Exhibit V -
25 by date and zip code along with maps of the USA depicting those zip codes relative to the
26 Waynesville (NC) post office.

1 1. REGARDING THE FEBRUARY ISSUE

2
3 The February 2006 issue of Flute Network cleared the Waynesville (NC) Post office on
4 February 9th. It was on the cover of this issue where we first asked our subscribers to
5 respond, and alerted them to the fact that we would be asking this for both the February
6 and March issues.

7
8 We heard from 228 individuals about receipt of their February issue, from all across the
9 USA. Of that 228: 178 actually received their issue in February; 48 received their
10 February issue in March; 2 received their February issue in April.

11
12 The bulk of those who replied about receiving their February issue indicated it took 12 –
13 19 days to reach them. Having been processed through the Waynesville (NC) Post
14 Office on February 9th, the bulk of those reporting in told us they'd received them on and
15 between February 21 – 28.

16
17 2. REGARDING THE MARCH ISSUE

18
19 The March 2006 issue of Flute Network cleared the Waynesville (NC) Post Office on
20 March 9th.

21
22 We heard from 307 individuals about receipt of that issue, from all across the USA. Of
23 that 307: 51 received their March issue in March; 33 received it between April 1st –
24 April 8th; 80 received it on April 10th; 41 received it on April 11th; 102 received it on
25 and between April 12th – 29th.

1 The bulk of those who replied about receiving their March issue indicated it took 32 – 41
2 days to reach them. Having been processed through the Waynesville (NC) Post Office on
3 March 9th, the bulk of those reporting in told us they’d received their March issue on and
4 between April 10th – 19th.

5 6 3. METHOD OF RESPONSES

7
8 All together, 535 responses to our request for information were volunteered to us. Of that
9 number: 114 were sent to us by USPS mail (cards and written notes); 10 people placed
10 phone calls to us; and there were 411 emails. It is significant to us that at least 43 of
11 those who responded had tried at least one prior time to connect with us before
12 successfully getting through with their information.

13 14 4. INITIAL REFLECTIONS ON THE RAW DATA and MAPS FROM THIS TWO 15 ISSUE STUDY

16
17 All the raw data is included as an Exhibit to this Testimony. The website
18 <http://www.frappr.com>¹⁰ provided us a most excellent opportunity to graphically
19 represent the relative position of receiving zip codes to the Waynesville (NC) Post office
20 which was the entry point for all Flute Network issues. A “Group” was set up, with its
21 corresponding map drawn, for each date on which we had information about Flute
22 Networks being received; zip codes were entered as “members” for each respective
23 Group Map. By comparing maps across time, then, it is possible to get a feel for the

¹⁰ Frappr.com is a free mapping service, available online to all who register. Our sincerest thanks go to them for all their assistance.

1 “flow” of Flute Networks as they traversed the USPS system across the country over
2 time.

3
4 Without “insider information” about the particular paths that Flute Network s travel as
5 they move across the country as Standard Nonprofit Letter mail during the course of
6 their delivery, the most striking initial conclusion from the accumulated raw data and
7 resultant maps as provided by our subscribers is: *there is no actual pattern* to it that we
8 can tell. There was also very little consistency in delivery times across the country
9 between the two months (neither between points, nor in terms of overall delivery).

10
11 That being said, there are still some rather startling stand-outs in the raw data (included
12 as Exhibit V) worthy of note: (1) it took 13 and 14 days for the February issue to go from
13 Waynesville NC to Hawaii, but the March issue took 37 and 48 days to arrive in Hawaii;
14 and (2) for both the February and the March issues - going from the western NC town of
15 Waynesville NC to the north Georgia towns of Snellville and Cumming, it took the
16 February issue 74 and 75 days to arrive, respectively, and it took 47 days for the March
17 issue to be received in both towns. (Granted – there may be some geographical
18 challenges to drawing any meaningful straight lines between those areas, however - that
19 these two spots which are otherwise comparatively close to the entry point Post Office
20 should take so long in delivery defies all reasonable logic. Further – regarding the
21 addresses in Cumming, Georgia as having received both their February and their March
22 issues on the same day, I placed a call to this person to find out if perhaps they had been
23 having their mail held [as a possible explanation for that], and was told that they had

indeed been home the entire time and had no idea why these pieces of their mail had been delivered in such a way.)

5. OTHER RELEVANT INFORMATION PROVIDED BY OUR SUBSCRIBERS

A large number of those who responded took the opportunity to also share unsolicited (but welcome) and relevant information to us. All quotes attributed to a speaker are their words as they told us, and as recorded in our notes.

a. Some USPS workers are also flute players. Those who wrote to us asked to remain anonymous and I wish to honor that request. In general though – despite the fact that they represented postal units of varying levels and from all across the country – what they had to say was remarkably the same: Standard Mail was always left to last when it came to movement in each of their units. (It is our belief, at this time, that the appalling delivery results we see with Standard Mail is a direct result of the cumulative effect of this treatment.)

Apparently there is some confusion in at least three post offices (in different states) about knowledge of or understanding about a rule that “local originating Standard Mail” be handled as “First Class Mail” vs. the notion that “Standard Mail” is always “Standard Mail” and thus “handled only when there’s time and no more First Class Mail to be processed”. Further – as one clearly explained - “even when handling of Standard Mail has begun – later, if while doing that, more First Class Mail arrives, all handling of Standard mail stops until that new load of First Class Mail is gone”.

1 Overall, the comments from “A.G.” who works at a postal unit in Maryland are most
2 clearly typical of all the USPS worker/flute players who shared their insights and
3 experiences with us – he told us of the “literally overwhelming amounts of Standard
4 Mail” they get in nearly every day; how “it just piles up like crazy and is always the last
5 to be dealt with”; that “it’s only when it reaches a crisis level does any Standard Mail get
6 dealt with” – and then “do they bring on extra help? NO! That’s when they kick in
7 mandatory overtime and what’s there gets moved along”... “then it is allowed to sit and
8 build up again until the next crisis level kicks in”... “there is just so much of it... it’s
9 overwhelming...”.

10
11 b. Six of our subscribers related their frustrations with local mail service and told stories
12 of having found that correctly addressed mail to them (including some issues of Flute
13 Network) were never delivered to them and instead had been marked as “Unknown”, “No
14 Such Address”, and “Undeliverable” – and then had either been returned to sender or
15 somehow “otherwise evaporated ” (meaning they were told when they asked their local
16 Post Office for help with the problem, that there was no way to know why it was
17 happening or what happened to those pieces). One person (who specifically asked to
18 remain anonymous) told of such a situation going on unresolved for over a year. It
19 should be noted that these six subscribers were located in six different states.

20
21 c. A lady in central California wrote us that: “I assume you are checking to see what the
22 post office is doing to your deliveries. They are terribly slow here in Fresno. If I get
23 mail before 5 p.m., if at all, I am thrilled. At least once a week, I get no mail at all, not

1 even junk mail flyers. We are on a route that had its “normal” mailman retire and now is
2 considered overage. When someone else finishes their own run, then we get our stuff
3 delivered.”

4 5 6. EXPERIENCES WITH STANDARD AND OTHER USPS MAIL SERVICES

6 VOLUNTEERED TO US BY SOME OF OUR MAILING PEERS

7
8 It is this category that the finessing of the collected stories reported to us seem to yield
9 some good news when it comes to the performance of delivery of Standard Mail – taken
10 all together, there does appear to be a threshold for dissatisfaction in this regard. Those
11 who had no or a very loose criteria in mind for performance standards on the part of the
12 USPS did not demonstrate hard feelings towards the USPS or disappointment in the
13 service. As before, all quotes attributed to a speaker are their words as we have them in
14 our notes.

15
16 a. A medium sized music publisher on the east coast who does bulk mailings twice a
17 year to her regular customers (approx. 2,500 nationwide) shared with us that as far as
18 she’s concerned her experiences with the USPS are “nothing worse than normal”. She
19 contracts out the production and mailing of her catalog, and has been satisfied that her
20 recipients are “getting it in a timely enough manner” for her purposes.

21
22 b. A postal customer from the south east told us of her growing dissatisfaction and
23 ultimate desertion of the USPS when it comes to her mailings. In 2003 she mailed out
24 “around 3,000 flyers” via bulk mail – the numbers of complaints she had from people she

1 “know [she] mailed to was staggering – they swore they never got anything”. Because of
2 that experience, in 2004 and 2005 she “paid a fortune” to send her 3,000 flyers out via
3 First Class Mail – ultimately, she did not feel the service was any better at all as based on
4 the complaints to her from the people she “really truly had sent them too”. In 2006 she
5 also discovered that “the routing system is totally crazy too” – “consolidation or whatever
6 they call it is totally screwing everything up – it’s taking days for First Class Mail to go
7 to a house in the next block, and forget about sending bill payments through the mail!
8 They’re always either lost or late and I don’t have money to pay late fees and fines that I
9 didn’t cause.” Beginning this year she has decided to do no more mailings for her
10 business – “it’s downloadable PDF’s for us only now”.

11
12 c. A large music retailer in the upper Midwest told us that because of frustrations with
13 the bulk mail system (mostly in meeting the particulars and requirements and
14 expectations for standard mail service) they decided three years ago to stop all mailings
15 with the USPS. Instead, they “switched over to using email and internet exclusively” for
16 what they used to do via USPS Standard mail.

17
18 d. A woman in New Jersey told us that her company doesn’t do mass mailings with the
19 USPS anymore, however her Temple does and “they’ve had fits with it.” The Temple is
20 “10 blocks away” from her house and used to mail bulletins to their approximately 500
21 member families on a weekly basis, “all prepared to USPS standards, sorted, banded, etc.
22 “But it was always getting to most of the families two weeks late! Everything in there
23 was already over with by the time we got it!” She said when she asked at the Temple

1 about the situation, she was told they were really being mailed in “plenty of time” and
2 that the Post Office was the problem; when she asked at the Post Office about it, she says
3 she was told, quite simply, that “there was no problem”. About a year ago, after
4 “hashing it out as a membership”, she said, they “decided to switch from weekly to
5 monthly bulletins.” She says “they still come late, but since the information in them
6 covers four weeks now instead of just the one, we’ve only missed about half of what’s in
7 there rather than all of it, so it’s not quite so big as a problem as it used to be...”.

8

9 e. A music store owner in the north east shared with us about a series of conversations
10 he’d had with his local mail-person earlier this spring. He told us that he’d been having
11 frequent troubles with having to dig through the fine pages of the “junk mailers” in his
12 mail in order to find important First Class Mail (like bills, music orders, etc.) that had –
13 apparently in the process of handling – found its way to being “deeply embedded in the
14 bowels of the latest grocery store mailer”. He said when he talked with his local mail-
15 person that he figured out that: “all the mail man cares about is getting junk [mail] into
16 the mail box”. He went on to report that the mail man told him that “without all that
17 junk mail, I wouldn’t have a job! It’s the junk mail that keeps me employed!”

18

19 This same music store owner told us of his frustrations with the “consolidation crap”
20 [please note – again, I’m quoting there, and those are his words not mine] – that in his
21 little town of about 600 mail boxes, all the local mail has to get taken out of town to get
22 “worked over before it can come back and be delivered” and that locally mailed
23 announcements of workshops and events, “even real estate mailers end up being
24 delivered late – too late to be any good... so basically there’s no service there at all”.

1 f. A major music store owner in Michigan told us that he gave up on doing bulk
2 mailing/Standard Mail when he figured out that what he'd possibly save in postage by
3 meeting all the USPS requirements was far less than what it was costing him in terms of
4 the labor costs related to preparing it. He's no longer doing any mailings with the USPS.

5
6 g. A large music store and supplier in the east told us of a "nightmare" he recently had
7 with Standard Mail – and he is a very experienced mailer. In June of 2006 he did a 3,000
8 piece mailing via Standard Mail of single CDs in individual stiff cardboard mailers. The
9 mailing list is his own and is well maintained; he'd worked to carefully prepare the
10 mailing pieces and based on his experience with prior such mailings had anticipated no
11 problems. However, he says, when he started calling some of the customers he'd mailed
12 to and asked if they'd received it (as is his "standard practice"), he could find NO ONE
13 who'd received it even two weeks out (i.e., 14 days) from his mailing date... "and not
14 even locally". He said "The mailing again was in June and I'm still getting calls asking
15 where their CD catalog is" he says [this conversation took place in early August]. His
16 sense of it all is "a large number [of that mailing] just didn't ever get there; most of the
17 ones that did took four to five weeks to get there, and most of *those* were broken...." .
18 I asked if he'd talked with anybody at the USPS about that - he said he "had the sense
19 that there was no one to talk with about it, and that it wouldn't matter anyway if I did"...
20 He says he will never do bulk mailing again of anything important.

21

22 h. A large manufacturer/importer of musical instruments in the north east, who in the past
23 were almost "known" for their frequent bulk mail pieces (in fact their frequent mailings

1 had the effect of becoming something of an unofficial trademark for them) told me they
2 decided over three years ago to stop doing all mailings with USPS. “We switched over to
3 doing all emails only for communicating to our customers and potential customers –
4 regular mail is too slow, and is too often mis-directed. We now do only occasional post
5 cards and those only ever go via First Class – that’s now only a drop in the bucket....”
6

7 i. A large music importer in the New York City area told us that she’s been quite pleased
8 with the Standard Mail service her company has had. She mails out approximately 800
9 pieces nationwide to her “regular dealers, four times a year”; she handles all the labels
10 and form processing herself, and delivers her bundles to the local ACD office personally.
11 As far as she’s concerned, her mailings are received in a “timely enough” manner for her
12 company and she “has had no problems worth mentioning.”
13

14 j. A music store in the central east coast told us that they’ve done one mailing via
15 Standard Mail about a year ago, of about 700 pieces nationwide. She said that it “was a
16 bear to prepare” but it was “not at all time sensitive” so they were “not dissatisfied” with
17 USPS service on that mailing. However, they also “didn’t get much response to it
18 either”, and doubted they would ever “do it again”.
19

20 k. A music publisher in the north east – a very experienced bulk mailer – called her last
21 experience with Standard Mail a “total nightmare”. In Spring of 2005, they had prepared
22 a mailing of some 4,000 catalogs to be sent to folks on their own well maintained mailing
23 list, nationwide. Relying on USPS confidence that “all would be received in that 10 day

1 window”, she timed that special mailing to “reach buyers before the schools and
2 Universities closed for the summer.” She followed the mailing by doing “spot checks”
3 by phone of customers, to check on its arrival (standard practice for her), she said... no
4 one she called had gotten it 14 days after her mailing. Her catalog took three weeks to
5 reach her mother who lived in the next state; it took five weeks to reach her customers in
6 California... She said, “cut to the chase: all the schools were closed and had been for
7 some time by the time people got their catalogs – it was a total disaster for us.... The lost
8 sales from that mailing alone really hurt us.” She told me she did talk with her local
9 USPS Post Master about it and at his direction she “wrote a letter and filled out the form
10 he told [her] to” and mailed it off to “the person he told me to mail it to” – but that “here
11 it is a year and a half later and I’ve yet to hear anything from anybody!”, she says. (As a
12 follow up – and at my request – she looked through her records to see if she still had a
13 copy of the letter, the form, and who she sent it to. She reported that after a “good
14 search” nothing was “apparently left to be found” at this point. She thinks she was “just
15 so disgusted with that whole scene that it all got tossed when I cleaned things out last
16 spring”). She doesn’t yet know if her company will do another mailing with USPS, that
17 this experience has “just left [her] so badly burned...”.
18
19 At her request, please allow me to include here a note on another matter of great
20 importance to her regarding the USPS - this same person “very very much appreciates
21 other things about the USPS – the availability of those flat-rate envelopes and the flat-rate
22 boxes as supplied by the USPS are absolutely invaluable to us – thank you!”. She adds
23 further that her company “couldn’t get by without them. Those are particularly excellent
24 things about the USPS”, she said.

1 **VIII. FLUTE NETWORK PROBLEMS WITH OTHER USPS MAIL CLASSES**
2 **and MAIL SERVICE**
3

4 A. During the Spring of 2006, I have also noticed more problems with the receipt of First
5 Class and some Priority Mail to our Post Office Box than I recall there being in past
6 years.

7
8 All ads and listings in the Flute Network, and especially the payment for all ads and
9 listings, are received by us through our USPS Post Office Box in San Bernardino, CA.
10 At least twice (and I regret I didn't write it down specifically when it happened), there
11 were whole weeks when there was absolutely no mail of any kind in the PO Box for 5
12 days straight, and on the 6th day it was so packed with mail that it was difficult to remove.
13 The second time that happened I asked one of the few long time employees at that branch
14 about it (upon reflection, she may be the only one I'm aware of who has stayed – all the
15 others seem to have been new to that branch within the last year). She told me, with
16 obvious frustration that the situation had occurred at all, that there had been “no one
17 available to feed the boxes those weeks so it had all been piling up back here the whole
18 time” for all the boxes, and that she herself was very frustrated to have to watch that
19 happen.

20
21 Where this especially becomes important to us is that we go to press on a deadline
22 schedule. There have been at least 6 times that I can trace in the last year and a half when
23 an ad or listing missed being included in our publication because (for whatever reason) it
24 had not been available to be picked up by us at that deadline time. In each case, I noticed

1 that the date and time of the postmark indicated that it had taken excessively long to get
2 to us – when I asked the folks at the service desk about it (which I did each time), all they
3 did was shrug their shoulders.

4
5 Additionally - and I do not believe we are unique in this one – there have been at least 7
6 times in the last two years where payments for ads were apparently literally “lost in the
7 mail”. These unfortunate incidents caused those who had sent those checks to incur the
8 charges of stop-payment services with their banks on those checks, and to then re-issue
9 them to us. We also were notified of an unsolicited donation that had been sent to us that
10 never arrived – it was a follow up note from that kind gentleman asking about why his
11 check had not yet cleared the bank that alerted us to its existence in the first place; that
12 donation was not sent again so we totally lost out on that. (That follow up note remains
13 in our archives, and can be shared if desired.)

14
15 B. Lastly - a note on a related matter that I’m not sure where goes, however does seem to
16 fit in here:

17
18 When ACS returns a mail piece indicating that the recipient is “Temporarily Away”, that
19 is totally useless information for us, and we’re hard pressed to find anyone who does
20 have a use for it. We not only have to pay for those particular returns (we do not contest
21 any of the others), it is a complete disservice to both us and the recipient because it is
22 useless information. No one that I’ve talked with at any level of USPS or at ACS, about
23 this one has any ideas about who to go to about appealing that one. ...That one bit of
24 ACS action and service should be reexamined and hopefully discontinued.

IX. USPS SUCCESSES DESERVE ACKNOWLEDGEMENT

According to the USPS own May 3, 2006 News Release #06-033, there are indeed some USPS performance scores worth celebrating – the first page (plus a remnant line) of that News Release is copied/pasted here because the information related therein does relate to this discussion of the perceived “value of service”. Full citation for the whole document can be found in the footnote:

POSTAL SERVICE HIGHLIGHTS PERFORMANCE SCORES

Washington, D.C. – The men and women of the U.S. Postal Service attained a 95 percent on-time performance score for overnight delivery of First-Class Mail for the second quarter of fiscal year 2006, the agency’s consumer advocate told the Board of Governors during its meeting today in Washington, D.C.

The assessment, measured independently by IBM Consulting Services, also cites 89 percent on-time for two-day delivery and 86 percent on-time for three-day delivery – which is carried by air – from January 1 through March 31, 2006,

“Service performance remains the top priority of the U.S. Postal Service,” said Delores Killette, Vice President and Consumer Advocate for the organization. “And this measurement system has helped transform the way the Postal Service conducts business,” she added.

This report provides an independent assessment of the time it takes a piece of First-Class Mail, once it’s deposited into a collection box, to be delivered to one of more than 145 million American homes, businesses, and Post Office boxes.

Five Postal Service districts lead the nation by reaching a 97 percent on-time delivery score. They are: Big Sky, comprised of the State of Montana; Capital, comprised of Washington, D.C. and portions of Maryland; the Dakotas, comprised of North and South Dakota and northeast Minnesota; Seattle, comprised of most of western Washington and portions of central Washington; and Spokane, comprised of eastern Washington and Idaho. During the same period, residential customer satisfaction was measured at 91 percent. Six of the Postal Service’s districts earned 96 percent and better scores for customer satisfaction. They are: Western New York, at 97 percent, comprised of the western portion of New York State, including Buffalo and Rochester. Additionally, achieving a 96 percent score are: Albany, comprised of the northern, eastern, and central portions of New York State; Massachusetts, comprised of most portions of the State of Massachusetts; the State of Maine; Hawkeye, comprised of Missouri, Iowa and portions of Kansas; and Erie, which is comprised of most of western Pennsylvania.

“While there’s always room for improvement in these scores,” Killette said, “clearly the strategies laid out by Deputy Postmaster General Patrick Donahoe are working.”

In other business, the Board received the results of the 2006 Privacy Trust Study of the United State’s Government from Zoe Strickland, the Postal Service’s chief privacy officer.

1 The study, published by Ponemon Institute LLC, seeks to understand the level of confidence
2 Americans have in the many government agencies that routinely collect and use the public's
3 personal information. For the second year in a row, Americans rated the Postal Service as the
4 number one agency they trust to protect their privacy. Not only did the Postal Service retain the
5 top spot with a score of 82 percent, it was also one of the few federal agencies able to increase
6 its customer satisfaction and trust scores from the year before. While overall scores declined an
7 average of five percent, the rate for the Postal Service increased by four percentage points.¹¹
8

9 **X. ON THE OTHER HAND, HOWEVER.....**

10
11 There remains trouble in paradise. Numerous articles in the recent news in southern
12 California tell of Representative Henry A. Waxman who, in response to complaints from
13 his constituents, is currently pressing for investigations into why mail deliveries in the
14 Los Angeles area are so slow. One of the most complete news paper articles on the
15 matter is this one, copied and pasted here from the LA Times website, with full citation
16 for it given in its footnote below:

17 **Waxman Wants to Know Why Snail Mail's So Slow**

18 Congressman asks the inspector general of the Postal Service to check the extent of L.A.
19 delays.

20 By Martha Groves, Times Staff Writer
21 August 8, 2006
22

23 When it comes to getting first-class mail, two weeks is too long.

24
25 That's what Wayne Adelstein told Rep. Henry A. Waxman's staff members recently when
26 he handed over two envelopes that he said were emblematic of slow mail deliveries in the
27 region.

28 One of the local first-class letters had been received by the North Valley Regional
29 Chamber of Commerce in Northridge, and one had been mailed by the chamber to a
30 recipient in Long Beach. One letter had taken 10 days to arrive and the other two weeks.

31
32 "Either is way too long," said Adelstein, president of the chamber. "The business
33 community functions based on the mails.... I'm hearing across the board from
34 businesspeople that there's a major problem with delivery."

¹¹ May 3, 2006 - News Release #06-033, [Postal Service Highlights Performance Scores](http://www.usps.com/communications/news/press/2006/pr06_033.pdf)
http://www.usps.com/communications/news/press/2006/pr06_033.pdf

1 With constituents continuing to decry late delivery of first-class letters and magazines,
2 Waxman, a Los Angeles Democrat, last week asked the U.S. Postal Service's inspector
3 general to investigate delays at the main Los Angeles processing center and several other
4 facilities in California.

5
6 "I have not seen consistent improvements in my congressional district," Waxman said in
7 a letter to David C. Williams, the service's inspector general. "I am requesting a thorough
8 review to determine the extent of delayed mail."

9
10 Waxman's request was prompted by a report sent anonymously to his office. The
11 document, an internal "Pacific Area daily mail condition summary" from May 4, showed
12 that large quantities of mail had been delayed at the Los Angeles Processing and
13 Distribution Center south of downtown Los Angeles. The summary indicated that the
14 processing of 78,000 first-class letters had been held up by as long as six days and
15 265,000 periodicals had been delayed by as long as 10 days.

16
17 Postal officials for the region including Southern California said delays cited in the report
18 resulted from problems with a new piece of equipment at the plant that is designed to sort
19 large envelopes and magazines. In addition, the postal service for some time has been
20 diverting mail from several plants to the Los Angeles Bulk Mail Center in Bell, the
21 location of a new automated package processing system.

22
23 "That was impacting what was going on at the L.A. plant at that time," said Don
24 Smeraldi, a postal service spokesman.

25
26 Michael Daley, the new vice president for the region, said mail processing had improved
27 since then at the facility, which handles more than 9 million pieces of mail each day.

28
29 On Aug. 1, for example, the center reported no delays in first-class mail, but the
30 processing of about 115,000 periodicals was delayed by as long as two days. Monday's
31 report again showed no delays in first-class mail, but about 1,000 periodicals were
32 delayed by as long as three days.

33
34 Waxman's latest request marks another salvo in the veteran lawmaker's battle to get the
35 postal service to respond to a barrage of complaints that began last fall. On Jan. 30,
36 Waxman wrote to John E. Potter, the postmaster general, to request data about staffing
37 levels, customer complaints, late-night mail deliveries and the effect of plant closings on
38 the transportation of mail in the region.

39
40 He took that step after scores of customers in his district, which includes much of western
41 Los Angeles, Beverly Hills, Agoura Hills, Santa Monica, West Hollywood and Westlake
42 Village, complained about mail that was misdirected, delivered late at night or not
43 delivered at all.

44
45 Congressional hearings on postal service issues, initially scheduled for February, were
46 postponed at least twice by Republican leadership. Waxman's office said he has had no

1 luck getting them rescheduled.

2
3 Many customers and postal employees have contended that the closing last year of a
4 Jefferson Boulevard processing facility near Marina del Rey accounted for many of the
5 delivery woes. Postal officials disputed that, saying the closing was part of a
6 consolidation designed to improve efficiency. But the service acknowledged at the time
7 that deliveries were being slowed because of insufficient staffing. Waxman's office said it
8 appears that staffing continues to be a problem.

9
10 Postal officials in January sent a memo to Southern California post offices, reiterating the
11 agency's long-held goal of having most mail delivered by 6 p.m. at the latest.

12
13 In some areas, mail delivery improved for a time. But Waxman's office said complaints
14 have persisted. In one case, a \$36,000 check was initially delivered to the wrong address.
15 Some businesses in Santa Monica have reported receiving no mail for days on end.

16
17 Waxman's office said it was important to seek a review by the inspector general's office.
18 That office recently completed an audit of delayed mail in New Mexico that pinpointed
19 problems including management turnover, insufficient staffing and delayed response to
20 recommendations for improving service.¹²

21 22 23 24 **XI. DISCUSSION OF OVERALL INSIGHTS, THOUGHTS, AND APPARENT**

25 **CONCLUSIONS**

26
27 Pulling all this together, there are some inescapable conclusions available to us all, most
28 prominent of which may be the clearly illustrated fact that USPS is not currently living
29 up to its own standards when it comes to delivery of its Standard Nonprofit letter mail.

30
31 Granted – there is really no way to gauge just how generalizable the experiences related
32 by the companies and people in this report actually are as compared to the whole broad
33 range of what's handled by Standard Mail. Certainly this Testimony is more along the
34 lines of a case study than the kind of bigger broader research measures that the USPS

¹² Martha Groves, Los Angeles Times, "Probe of Slow Snail Mail Sought", August 8, 2006, Inland Empire Edition Section B, p. 3.
Online: <http://www.latimes.com/news/local/la-me-postal8aug08,1,5125636.story?ctrack=1&cset=true>

1 already has in place for selected other classes of mail. However, in the absence of any
2 other data for Standard Mail, it must also be acknowledged that there is nothing unusual
3 about Flute Network which would allow one to imagine that the experiences we've had
4 are a problem unique to us.

5
6 Based on the data presented it is clear that even when mailers are following all the rules
7 and doing some of the work, the USPS has not been coming through on its part of the
8 deal as expected or promised, and in fact hasn't done so for at least almost three years.
9 Not only are Standard Mail customers literally not getting what we've been told we're
10 paying for, the lack of USPS accurate understanding of the movement (or lack thereof) of
11 its Standard Mail has proven harmful to many who have relied upon the word of USPS
12 about its own unmeasured performance in this regard.

13
14 In another point of fact, we have shown above a number of instances where the USPS
15 performed so badly that it caused the end of people using the mails at all. When services
16 are not provided as promised, when the value of a piece of mail is so degraded by late
17 delivery that the service ends up being totally useless (not to mention the associated
18 waste of related materials such as wood for paper, or the gasoline for Postal delivery
19 vehicles, or the lost income to a mailer when the event being promoted is only learned
20 about after the fact), or causes additional unexpected and undue charges for the recipient
21 (as from late delivery of bills which pre-empt their otherwise on-time payment, thus
22 incurring unassailable late fees and penalties for the recipient), then one must question
23 the kind of value in the so-called "value-added" service that would substantiate an
24 increase in postal rates.

1 Any business person knows all too well that there is a fine line to be tread in situations
2 like this, and I do not envy the PRC in this task before them ... certainly there is much to
3 balance in the grand scheme of things and of course the USPS has its own bills to pay as
4 well. Towards this end, may I offer a couple of suggestions for further consideration in
5 this regard?

6
7 On page 8 of the United States Postal Office Annual Report, in a section titled “Nothing
8 Delivers like the mail”¹³ (appended to the end of this document), several most excellent
9 arguments are made for the continued and ongoing value of the service – and we at The
10 Flute Network solidly agree with each and every one of them (in fact, they echo perfectly
11 much of why we hope to remain in service ourselves!) However, one thing not
12 mentioned in there is anything about customers being able to feel secure in knowing their
13 USPS mail service is, indeed, secure and reliable for them.

14
15 In a time where customers now have the option of receiving bills and sending payments
16 electronically, corresponding via email and instant messages on cell phones, and the
17 whole internet world for sending publicity, and direct competition for delivery services as
18 a whole – the general public do now have options when they decide they are not getting
19 the kind of performance from the USPS that they feel is required in order to feel “secure”
20 about whatever is being sent (“secure” in the sense of confidence that their payment, for
21 example, won’t get lost, delayed, or misdirected – they further [usually] receive near
22 instant confirmation of receipt when the aforementioned methods of sending are used).

¹³ From United States Postal Service 2005 Annual Report, page 8 – appended to the end of this document.

1 Especially as pertains to First Class and higher Priority Mail, this “security” question (or
2 lack thereof) may be a particularly vital aspect to consider when it comes to better
3 judging the “value” of those USPS services to customers.

4
5 In terms of Standard Mail, however, it’s the “reliable” part of service that people and
6 businesses are looking for, and which is maybe the most important to customers like us –
7 and that’s *exactly* what has been proven lacking in our experiential records and shared in
8 this Testimony.

9
10 Consequently – a good question needing to be asked about now, then, would be: how
11 much might any increase in postal rates on mail services which have been consistently
12 proving to be of questionable value - if not outright negative value - end up further
13 driving customers off!?¹⁴ Another way to ask that: if fewer customers buy the service,
14 would the loss of that revenue be offset by those who stay and pay the higher prices?

15
16 At this point it might be important to consider any potential imagined *benefit* that the
17 “driving customers off” aspect to the question has embedded in it. Granted – currently,
18 there is the reported serious “overload” of Standard Mail trying to go through the USPS
19 system as a whole... one clearly effective way of reducing the stress of that kind of load
20 on the whole system is to pare down the numbers of those using it by simply raising
21 rates; effectively, a process of attrition by self elimination. However, that also

¹⁴ As regards First Class Mail, the PRC has heard this caution voiced before – in Direct Testimony of Douglas F. Carlson (DFC – T – 1), December 8, 2003, p. 44 lines 12 – 15: “While the rapid development of Internet and other electronic communications renders the Postal Service’s role in the 21st century somewhat uncertain, one conclusion is inescapable: The Postal Service will not improve growth or stem a decline in First-Class Mail volume by slowing delivery service”.

1 represents the loss of a potentially life saving turn around for the USPS. What if, instead
2 of persisting with status quo in the Standard Mail system, the genuine opportunity for it
3 was recognized -- if it was handled with a new visible commitment, and more effective
4 management of it was integrated at all levels of the USPS – it could easily turn the tide
5 and become a very lucrative and unique service opportunity for the USPS . It may well
6 be that keeping rates the same (or even slightly reducing them, which would be a
7 wonderful way to keep established customers on board and perhaps also entice others to
8 give it a try once again) -- when matched to an efficient and reliable performance track
9 record which could (and would!) be quickly recognized by the broader public – will
10 quickly bring in more and steady income to the USPS than simply raising the rates on
11 those who would continue to play along, regardless.

12
13 Further – In “A Message from the Chief Financial Officer and Executive Vice President”
14 on page 15 of the 2005 Annual Report United States Post Office, Mr. Richard J. Strasser,
15 Jr states:

16 “Standard Mail volumes are becoming more volatile with time,
17 affected as they are by economic conditions, the comparative price
18 points of Standard Mail, and rapidly evolving alternative media”.¹⁵
19
20

21 I would submit that the very volatility in Standard Mail volumes that he refers to is very
22 likely *significantly tied to the poor and apparently deteriorating performance* on the part
23 of the USPS, as The Flute Network and others have experienced it for the past several
24 years. This is not to discount the other factors Mr. Strasser mentions, but rather to
25 underscore an overlooked, unexamined, very potent (though perhaps also a most

¹⁵ United States Post Service Annual Report 2005, p.14. Online: <http://www.usps.com/history/anrpt05/>

unwelcome) factor the USPS would do very well to recognize, acknowledge, and take on.

In sum: were the USPS to find a way to raise the reliability of its Standard Mail service such that its customers could know how to plan (and thus have some ability to actually time their mailings effectively), *and* do so at rates that would allow its customers to continue to participate, it could benefit both sides of the equation by exponential proportions. The evidence we've considered clearly points to this being more of a managerial choice of priorities than a logistical one in terms of material handling (a conclusion made in the absence of any "insider knowledge", of course). It may also be a question of the sheer number of hands regularly available to do the work.¹⁶

Lastly, the opinions expressed in the GAO-06-733 Report, from our experience, clearly hit the nail on the head – especially on page 26 – 27 where they state:

“Because delivery performance is measured for only some types of mail, and individual performance incentives are linked to the results, some mailers are concerned that in practice, this may skew delivery priorities and performance so that timely delivery is more important for the mail whose performance is measured than mail whose performance is not measured.”¹⁷

I would submit, on the basis of the data and information contained in our Testimony today, that this is indeed precisely the case. There being no apparent nor consistent pattern to Flute Network deliveries as reported across the country over a two issue span,

¹⁶ In the United States Postal Service Annual Report 2005, p. 7, it states in a section titled “It’s about being the best”: “We’re delivering fifty percent more mail to 32 million more homes and businesses than we did 20 years ago – and we’re doing it at 1985 staffing levels.”

¹⁷ GAO-06-733 U.S. Postal Service – Delivery Performance Standards, Measurement, and Reporting Need Improvement, July 2006, pp. 26 – 27.

1 when combined with the pointed insights and observations shared from USPS employed
2 flute players from diverse units (and states), all tend to lend support this GAO contention.
3 Discounted rates have been turned from being an incentive to partnership in doing some
4 of the work of delivery to being justification for putting that very mail last in line for
5 service... despite what we as postal customers are promised, Rule 54(n) expects, and
6 Code 3622(b)(2) mandates.

7 8 **XII. IN CONCLUSION**

9
10 Back in May 2006, as our May/June issue was going to press, and *well before* we had any
11 notion of the cited GAO investigation, or could have possibly imagined that we might be
12 Testifying for the PRC on the matter, I shared the following observations in our cover
13 Greetings section:

14
15 **“RE: the US Postal Service Questions...** given the glacier-slow
16 progress with which I’m getting answers from “executive-type”
17 folks at the Postal Service about their services,well.. there’s
18 apparently more involved there than I could have imagined. All the
19 Officials with whom I’ve talked profess to be “shocked and
20 seriously concerned” about the pattern of delivery that our recent
21 study of zip codes and dates received have shown – but NO TWO of
22 them, so far, have said the same thing regarding what can be done
23 about it, or if there’s “any hope” for better service in the future, or
24 what can be reasonably expected in this regard *other* than the
25 standard oft-quoted expectations we’ve had from them for years.”¹⁸
26

27 Further down I continued:

28 “CERTAINLY – there are others I’ve talked with in the “postal
29 profession” who’ve been both generous with their time and insights
30 – I don’t want to come across as slamming a whole corner of the
31 Universe here! I’ll venture that *most* are hard working and caring
32 folk who are just trying to do their job the best way they can. Along

¹⁸ Flute Network, May/June 2006, Vol. 22, No. 9/10, p. 1. (Included in full in Exhibit III.)

1 that vein and in the interest of accuracy, perhaps I should clarify a
2 statement I just made above – there were five long-time Postal
3 workers who independently and privately volunteered *their* ideas
4 about why we’re not getting very helpful answers about this – they
5 don’t know each other (they work in different states), but what’s
6 interesting is they actually had *virtually the same insight*
7 Sadly, one doesn’t have to be a fan of conspiracy theories to wonder
8 if there might not just be some truth to what they had to say! The
9 gist of their respective insights is that *somewhere* among “the
10 powers that be in the upper levels of the USPS”, and contrary to
11 what one might expect and *despite the public protestations to the*
12 *contrary* – there is actually *no interest* in doing anything that might
13 be materially helpful in making the system work better...”¹⁹
14

15 With the benefit of what I’ve learned in the duration since writing those words back in
16 May, were I writing that today – there is nothing in those sections I would change. The
17 single biggest difference between then and now as far as Flute Network is concerned, is
18 that perhaps by getting to share the information contained in this Testimony, that there
19 may indeed *now* be reason for hope of improvements in the USPS as regards its
20 performance handling of Standard Mail by virtue of our having supplied all concerned,
21 here, with some of the information they are charged with collecting in this regard.
22

23 At the very least – as the authors of the GAO-06-733 Report contend:

24 “...measurement gaps may impede effective collaborative efforts
25 with mailers to quickly identify and resolve delivery problems,
26 because both USPS officials and mailers have limited information
27 for diagnostic purposes. In addition, measurement gaps impede the
28 ability of external stakeholders, including Congress and PRC, to
29 monitor accountability and exercise oversight.”²⁰
30

¹⁹ Ibid.

²⁰ GAO-06-733 U.S. Postal Service – Delivery Performance Standards, Measurement, and Reporting Need Improvement, July 2006 p. 27.

1 It is my hope that this Testimony and all related exhibits may prove to be of some use in
2 underscoring that call, and ultimately contribute to the betterment of the USPS which in
3 turn, could benefit us all.

4

5 Respectfully submitted, Jan Spell Pritchard

Appendix 1

Article from Friday - July 28, 2006 Los Angeles Times, p. A21

Mail Delivery Standards Called Outdated

From Reuters
July 28, 2006

WASHINGTON — The U.S. Postal Service frequently cannot give customers an accurate estimate of when their mail will be delivered, a government report said Thursday.

The Government Accountability Office said the Postal Service's delivery standards were out of date, leaving those shipping bulk mail, parcels and other items wondering whether it would arrive on time.

"According to the Deputy Postmaster General, some Priority Mail delivery standards call for on-time delivery of Priority Mail in two days, but it is often physically impossible for USPS to meet these standards when that requires moving the mail across the country," the report said.

Priority Mail is touted by the Postal Service as one of its fastest options.

The Postal Service also lacks statistics and data to fully track its own performance and doesn't keep the public informed of how it is doing, the investigative arm of Congress said in its 124-page report.

Postmaster General John E. Potter, in a statement attached to the GAO report, said his agency was focusing more on customer service and posted on the Internet its performance in delivering three categories of mail.

Updating delivery standards would boost costs that "would have to be offset by appropriate price adjustments," Potter said of the GAO's recommendation.

Congress recently passed legislation to reform the Postal Service, an independent federal agency. In December the service reported that it had ended the year debt-free after struggling for 34 years to balance its budget. Between September 2004 and September 2005 it delivered a record 212 billion pieces of mail.

Appendix 2

1

2 From: United States Postal Service 2005 Annual Report, page 8:

3 **Nothing delivers like the mail**

Even in today's wired world, mail delivers — like nothing else can. And no other medium does it all — or does it as well.

Whoever you're trying to reach, for whatever reason, mail does the job. Whether your audience is one in a million or millions at once, whether it's your Generation X daughter or your retired grandfather. Mail is the right solution.

Mail delivers emotion. It says you care. It tells that special someone that they're really special. It can be a card. A package. Or just a quick note. It's from you, personally. A tangible expression that you're thinking of them when they laugh at your postcard, cheer up with your get well wishes or share the pride in a young one's graduation.

Mail delivers attention. Today's families welcome mail into their homes and set aside a special time to look at it. It doesn't interrupt dinner or a TV show. It's an important part of every day, letting you reach who you want, when you want.

Mail delivers results. That's why direct mail is the leading media choice of advertisers. It's effective and measurable. People act on it — they take a flyer to the store, they buy online from a featured website.

Mail delivers convenience. Packages are just one example. Businesses and retailers can mail packages to every household in America. More than 114 million addresses with no residential surcharges. And households can ship packages from their doorstep, too — to anywhere in the world using our enhanced package service offerings and tracking capabilities.

Mail delivers worldwide reach. We touch every address in the country and millions more around the globe. With more than 37,000 Post Offices, mail is supported by the nation's largest retail network. Add our popular website, *usps.com*, and just about every computer in every home and every office becomes your personal Post Office — your gateway to the world.

Person to person. Business to business. Door to door. Hand to hand. That's the power that mail delivers. There's nothing else like it.

4

EXHIBIT I

Janyce ("Jan") Spell Pritchard

-- for The Flute Network

PO Box 9472

San Bernardino, CA 92407

RESUME, edited for PRC Exhibit, 8/06

EDUCATION:

Ph.D., Family Ecology, Michigan State University, 1986.

An interdisciplinary program, looking at child development and family relations through the application of systems theory and prism of human ecological perspectives. Included and expanded upon, for example, are the traditional concepts inherent in Education, Family Dynamics, Psychology, Sociology, Medicine, Food and Nutrition, Interior Design, Law, and especially the places in human experience where those disciplines overlap.

M.A., Child Development, Michigan State University, 1981.

B. A., Early Childhood and Elementary Education, Furman University, Greenville, SC, 1975.

Also, several Dance classes at Bennington College, Bennington, VT, Fall term, 1977. Comments available from Registrar.

OTHER BACKGROUND:

Education: Ph.D. minor, included work in Education Law, and the historical development of education in the USA. As M.A. minor, I worked in the area of community education, and workshop planning and management.

Law: Ph.D. internship dealt with Family Law -- working with Dr. Beverly Hunt of Cooley Law School (Lansing, MI), and with Paula Zimmer (Executive Director of Legal Aid of Michigan). Combining these experiences with that in Education Law, I have been well versed in the use of law libraries and legal research. In addition, I have had first hand involvement with Business Law in the organizing and setting up of both for-profit and non-profit businesses (Little Wizard Enterprises, and The Flute Network, respectively).

MOST CURRENTLY:

1984 – present: Publisher and Editor, of The Flute Network, a bulletin-board service for flutists, flute teachers, *and* the people who love them. This has become a virtually full time effort. Primarily a print publication, the ad letter currently circulates free of charge to over 6,200 selected flutists and flute teachers nationwide, 10 times a year. Set up and organized from its very beginning as a non-profit corporation, its purpose is to facilitate communications among those interested in the flute. As of Oct. 1996, we added a Web Site (<http://www.flutenet.com>) which I maintain as a sister service to the print publication. In 2002, we finally applied for and were granted use of the “non-profit” mailing label with the US Post Office, which would entitle us to use reduced rate postage – it was granted retroactive to April 15, 2002.

The Flute Network is actually a part of another effort, **Little Wizard Enterprises** – also begun in 1984 – which at present is focused on consignment sales (by mail order) of selected hard to find books, CD's, and cassettes primarily of interest to flutists and flute teachers.

January 1997 – November 1, 2003, and continuing: Intensively active on behalf of those in the “flute industry” (formerly Flute Industry Council of the National Flute Association), providing leadership, vision, and supportive documentation throughout the organization's melt-down, subsequent identity crisis and eventual evolution from being a separate- but-parallel organization (FIC, or Flute Industry Council) to one that is constructively part of the NFA itself and called the “Commercial Membership of the NFA” in 1998, and served as an official with the group through November 2003. I was one of the original 6 persons selected to serve on the committee to represent the concerns of the broader commercial membership to the NFA Board (known as the CMC, or Commercial Membership Committee).

Particular projects I was asked to do and honored to complete included (1) designing and conducting a Survey of all the Commercial Membership in 1998 – 1999, at the request of the Board of Directors of the NFA, and regarding their individual preferences, needs, and requirements for Exhibit Hall spaces (the resulting distilled list was to guide the NFA in the selection [or non selection] of forthcoming sites for NFA National Conventions and the attendant Exhibit Hall in each case); (2) researching and writing the article “Ross Prestia – NFA National Service Award Recipient – A Biography and Appreciation”, which was printed in their publication *Flutist Quarterly*, Vol. XXVI, No. 2, Winter 2001, pages 40 – 46 [Ross had been one of the early founders of the Flute Industry Council and devoted many years to the group]; and (3) in December of 2002, I was tasked with compiling a working notebook reflecting the history of the Commercial Membership/Flute Industry Council and which would be known as the “Commercial Membership Notebook for Commercial Membership Chairs of the NFA” – this compendium would allow the persons rotating through that position for the NFA/CMC to be “brought up to speed” by reading through it, and thus have “all they'd need to know about” and have a grounding for understanding precedent for the group. [This person has not ever been a part of the commercial membership and would not otherwise know any of its history, needs, or politics... the NFA Board asked for this notebook to assist those rotating into that position with the idea that it would be continually added to and passed along over time...so far, its still helping, I'm told... [yes, it's there's a long and convoluted story there...]]

Although no longer “official” in any formal capacity, I continue to actively contribute time and energy (as well as insights, opinions and replies to requests for suggestions) in the same ways I did while in the above described “official capacity”, only now with slightly less frequency – and only when called upon to do so.

Assistant Exhibits Coordinator, for the Flute Industry Council and the National Flute Association, 1987 – 1997. This position was originally designed by the FIC to provide continuity over time for both the Exhibitors and for the succession of volunteer-coordinators of the NFA Convention Exhibit Hall. As such my efforts were primarily focused on understanding and facilitating with the particular needs, purposes and challenges inherent in “trade shows” (in all their dimensions).

Member of the Board of Directors, Flute Industry Council, 1986 – 1989, and 1992 – 1994; Member of the NFA Commercial Membership Committee, 1998 – 2003. I was the first woman elected to the Board of the FIC, and served a term and a half before anyone noticed that I don't play flute.

January 1998 – March 2001: Active as volunteer grief counselor, via internet discussion groups, at site owned and coordinated by Judith Guggenheim. Currently, due to changes in my own time constraints, I'm far less active – however I still help out when called upon, and am happy to do so.

May 1995 – January 2001: Volunteer with Loma Linda Children's Hospital, Loma Linda, California. I was a part of the Child Life Program, and worked with youngsters in their oncology nursery. Also, as a "special project" with them, I was active in securing materials from the community for use in various activities as well as for the general use of children and families while there. For several of these years, I worked with the Post Office to sift through the "unclaimed magazines" otherwise destined for the dumpster, being sure all addressing info was removed, etc., and collect from them for the hospital.

PRIOR PROFESSIONAL EXPERIENCE:

March – June 1998, and September - December, 1997: Guest Lecturer, California State University - San Bernardino, Psychology Department. Spring term 1998, taught HD 580 – Senior Seminar in Human Development; Fall term 1997, Taught Psych 645 - Advanced Infant and Early Childhood Development for their Life Span Development Masters Degree Program.

August 1989 - August 1994: Program Coordinator, Early Childhood Intervention Service, and for Intermediate Assessments (Infant-Toddler Specialist), with the Developmental Evaluation Center, Cullowhee, North Carolina. The Developmental Evaluation Center (or the DEC) is one of 18 operated by the state of North Carolina; this particular agency is contracted through Western Carolina University in Cullowhee and serves children and families in the seven western-most counties and on the Cherokee Indian Boundary.

This was a blended position. As **Program Coordinator for the Early Childhood Intervention Service** (or ECIS), I primarily provided programmatic and administrative supervision for the five early childhood interventionists working out of our three program offices across the seven counties that we served -- including the Cherokee Indian Boundary. In addition to ongoing, direct and practical support to the interventionists, I served as a part of our DEC Management Team and helped to bridge the overall administrative and funding requirements for ECIS work with the realities of the day-to-day service in the field. As an **Infant-Toddler Specialist for the DEC**, I worked primarily with the other professionals in our three DEC program offices, with our seven county health departments, and all of the local pediatricians in providing direct services to children and families -- mostly in a screening/triage capacity, but also in counseling or brief therapy capacities. In further service to others in our region, while in this position I was one of 20 formally designated "Master Trainers" for the state of NC, actively involved in training and certifying nurses, Head Start workers, and others in the western region as qualified to administer the newly revised Denver Developmental Screening Test II (state mandates required that they have this new certification). In January of 1994, this part of my title shifted to "Program Coordinator for Intermediate Assessments", which indicated that I began to train and supervise three other DEC personnel (one from each of the three DEC program offices) as they took over what had been one Infant-Toddler Specialists' functions.

In conjunction with this position (and by invitation) I served on the North Carolina State Interagency Coordinating Council's Personnel Training Committee which recommends and sanctions state policy regarding the minimum pre-service and the ongoing or in-service training for those working with infants, toddlers, and their families in the state. August 1990 to August 1994.

Additionally, I was one of 9 persons selected from across the state to receive special training and serve as a charter **Mediator/Hearing Officer** for PL 99-457 Part H cases (related to due process procedures for parents of infants or toddlers involved in early intervention services). June 1992 to August 1994.

By request of the Early Intervention Directors of the Western Region and the state office for Staff Preparation for the Division of Maternal and Child Health, Developmental Disabilities, and Substance Abuse Services, I organized and coordinated a state wide conference *MEETING THE CHANGING NEEDS OF PROFESSIONALS IN EARLY INTERVENTION: FILLING THE JUG*. This was held at Wildacres Retreat, Little Switzerland, NC, May 11 - 14, 1992. This conference was in many ways the first of its kind in the state, and it served as a model for conferences/training planned for some time since. This retreat was geared to the needs of Early Childhood Intervention workers as well as those working in Infant, Children and Youth Mental Health. Additionally, I have developed and presented courses for credentialing of Infant-Toddler workers in the state, and facilitated sessions at other state and regional conferences, Fall 1991 - June 1994.

Separately, I have been an **Affiliate Graduate Faculty member, School of Education**, for the Psychology Department (1991-1993) at Western Carolina University in Cullowhee. I taught their graduate course in Child Development (PSY 624) in the Fall of 1991, and both Spring and Fall of 1992.

August 1988 - Aug. 1989: Taught (as an Assistant Professor, part time, temporary faculty) in the evening for the Department of Home Economics at Western Carolina University. This included a class on Marriage and Family Relations (CDFR 262) during Fall term, 1988, and again during Spring term 1989 -- along with two sections of a class on Child Development (CDFR 363, with corresponding lab requirements). In May of 1989 I accepted a secretarial position (as a temporary replacement) with the Developmental Evaluation Center. This evolved into contract work for them once the secretary returned, and led directly to the permanent full-time position with the DEC as detailed above.

Sept. 1986 - June 1988: Director, CORE Studies Program, and Assistant Professor, Department of Family and Child Ecology; College of Human Ecology, Michigan State University, East Lansing, MI. Additional projects as requested by the Dean. (I left this position only because my husband had accepted a position at Western Carolina University, and it was too far for me to commute.).

Courses taught while in this position at Michigan State included: Perspectives in Human Ecology (HEC 201: The CORE Course); The Individual, Marriage, and the Family; Family and Individual Development -- Life Cycle; Middle Childhood and Adolescent Development; and Sex Education. In six terms, I taught 2,389 students; classes ranged in size from 2 individuals to 250 at a time.

Sept. 1979 - August 1986: Teaching, Research, and Administrative Graduate Assistantships (two or three quarter-time assistantships held every term while working on Masters and Ph.D.). College of Human Ecology, Michigan State University, East Lansing, MI. During this time, I also benefited from awards and scholarships as funds were allocated over time for this purpose to the Department. Two weeks after graduation I was hired as the Director of the CORE Studies Program and as an Assistant Professor for the College.

Teaching: As well as assisting others with their classes, my duties included coordinating and teaching courses on my own, and full responsibility for a lab course dealing with the observation of and interpretation of the behavior of young children (FCE 262: Child Growth and Development, Conception through Early Childhood).

Research: Assisted Dr. Larry Schiamberg, Professor. Duties included collecting field data, structuring and assisting with analyses, reviews of literature, and co-authoring articles. Also assisted him with the NC-124 project: The Cognitive and Social Development of Rural and Urban Children, 1981.

Administrative: Served as Assistant Editor for the Michigan Family Sourcebook, First Edition, 1980 (Institute for Family and Child Study, Michigan State University). Co-authored the chapter on Education; assisted other authors by locating data. Designed and drew all of the graphics in the book. Additionally, I worked with the new Dean of the College on a variety of projects for her office.

OTHER EXPERIENCE:

HIV/AIDS Educator, support/consultant, 1984 - 1994. Provided workshops and training as requested, to various local and professional groups, on a volunteer basis.

VOICE OVER work for radio promotions, with Marks Cablevision in San Bernardino, CA 1995-1997; also for Whitewater Studios, and ProCom Studios, Asheville, NC, Fall 1988 and Spring 1989.

DISSERTATION:

Families of the PTA: A Secondary Analysis of National Survey Data, 1968-1972. Ph.D. Dissertation, Michigan State University, East Lansing, MI. University Microfilms, 1986. This project was primarily an exploration of a research method, and was completed using SPSS on a Cyber 750 computer.

PRESENTATIONS AND PUBLICATIONS:

“Ross Prestia – NFA National Service Award Recipient – A Biography and Appreciation”, Flutist Quarterly, Vol. XXVI, No. 2, Winter 2001, pp. 40 – 46.

“Findings of the 1999 Survey of the Commercial Membership of the NFA, June 1999”, presented to National Flute Association Board of Directors, June 1999, along with two attachments, and made available to all members of the CMC upon request.

"Refilling the Jug: Meeting the Changing Needs of Professionals in Early Childhood Intervention". Presented at the Infant Development Conference, San Jose, February 2-3, 1995; sponsored by the Infant Development Association of California.

A Reconsideration of Inservice Training. Co-authored with Elizabeth Crais, Gene Perrotta, and Pat Miller, for the NCICC State Committee on Personnel Preparation. Published by the North Carolina Interagency Coordinating Council for Children Ages Birth to Five with Disabilities and Their Families, Raleigh, NC. December, 1993.

"Adult Illiteracy and Early Childhood Professionals", Co-authored with Karen Edmondson; Infants and Young Children, Vol. 3, No. 3, January 1991.

"Developing Written Materials for the Non-literate Client", Co-authored with Karen Edmondson; Infants and Young Children, Vol. 4, No. 1, July 1991.

"The Ecology of Older Adult Locus of Control, Mindlessness, and Self-Esteem; A Review of Research and Educational Implications". Co-authored with Dr. Larry Schiamberg and Chong-Hee Chin; presented at the 1985 Annual Meeting of the American Educational Research Association, Chicago, IL April 3, 1985.

"The Support Systems of Aging Widows: A Review of Research and Educational Implications". Co-authored with Dr. Larry Schiamberg and Chong-Hee Chin, this paper was read at the 1984 Annual Meeting of the American Educational Research Association in New Orleans, April 27, 1984 (also published by the Educational Testing Service, Princeton, NJ).

"Mainstreaming at the Preschool Level?" Early Years, May 1981. An annotated bibliography of children's books regarding handicapped children; co-authored with Dr. Nancy Carlson.

"Education", Michigan Family Sourcebook, First Edition, 1980, pp. 107-140. Co-authored with Dr. Robert R. Boger and Dr. Carol A. Darling. I also served as Assistant Editor for the entire Sourcebook, as well as designed and worked all of the graphics for the book.

August 23, 2006

EXHIBIT II

**EXAMPLES OF MAILING LABELS FOR FLUTE NETWORK,
when ACS is requested, and a sample of an otherwise typical mail piece,
with a standard address label.**

Flute Network
Sample Mailing
Label

← ① "ACS Service
Requested" labels

↓ ② Copy of an otherwise
typical mail piece
with label.

#BYNMLCH 14*132*****MIXED AADC 280

#436519#



JAN PRITCHARD

192 W 54TH ST

SAN BERNARDINO CA 92407-3244

#BYNMLCH 14*132*****MIXED AADC 280

#409946#



JERRY PRITCHARD

CSUSB - MUSIC DEPT.

5500 UNIVERSITY PKWY

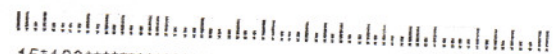
SAN BERNARDINO CA 92407-2318

The Flute Network™
P.O. Box 9472 San Bernardino, CA 92427 USA



22/4

Presorted
NON-PROFIT
US Postage Paid
Waynesville, NC
Permit No. 37



15*103*****MIXED AADC 280

JAN PRITCHARD

192 W 54TH ST

SAN BERNARDINO CA 92407-3244



EXHIBIT III
SAMPLE SET OF MAILING DOCUMENTS and TRAY TAGS
FOR THE MARCH 2006 ISSUE OF THE FLUTE NETWORK

Please note: Because of the way our mailing software works, we could not change the dates printed on the forms when we ran them for the purposes of inclusion in this Testimony. The Presort they represent, however is that for our March 2006 issue and the information and counts do correspond to the mailing which helped to generate the data and maps represented in Exhibit V.

Standard Mail Auto Letters

ACCUZIP6 4.07.00.K.2006.02

REPORT: USPS QUALIFICATION REPORT

MAILER: FLUTE NETWORK

PAGE:

ENTRY: WAYNESVILLE NC 287

MAIL ID: MSTOCT05.DBF : 08/23/2006 : 15:39:54

1

SORT: STANDARD MAIL, M810.2.0

DATE: 08/23/2006

Tray #	Tray Total	Tray Size	Tray Lvl	Tray ZIP	Group Dest	ZIP in MAAD	WS	HD	CR	CB	5B	3B	AB	MB	3/5	BS	Running Totals
1	21	2	3DG	287	287								21				21
2	6	2	3DG	288	288								6				27
3	2	2	3DG	289	289								2				29
4	500	2	MAAD	280	A00309	090								2			31
						091								3			34
					A006	009								3			37
					A010	010								17			54
						011								1			55
						012								5			60
						013								8			68
					A015	014								9			77
						015								4			81
						016								4			85
						017								26			111
					A018	018								22			133
						019								24			157
					A021	021								44			201
						022								3			204
						024								41			245
					A023	020								15			260
						023								6			266
					A028	025								3			269
						026								3			272
						027								9			281
						028								14			295
						029								8			303
					A030	030								13			316
						031								4			320
						032								8			328
						033								1			329
						034								3			332
						038								9			341
						039								1			342
					A040	040								8			350
						041								7			357
						042								1			358
						043								4			362
						044								3			365
						045								6			371
						046								4			375
						048								3			378
						049								6			384
					A050	036								1			385
						037								2			387
						050								5			392
						051								1			393
						052								3			396
						053								5			401
						054								13			414
						056								5			419
						057								2			421
						058								3			424
					A060	060								17			441
						061								16			457
						062								4			461
					A064	063								6			467
						064								19			486
						065								14			500
						066								7			507
						067								7			514
					A068	068								15			529

Standard Mail Auto Letters

ACCUZIP6 4.07.00.K.2006.02

REPORT: USPS QUALIFICATION REPORT**MAILER:** FLUTE NETWORK**PAGE:****ENTRY:** WAYNESVILLE NC 287**MAIL ID:** MSTOCT05.DBF : 08/23/2006 : 15:39:54

2

SORT: STANDARD MAIL, M810.2.0**DATE:** 08/23/2006

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5	500	2	MAAD	280	A068	068								7			536
						069								4			540
					A07099	070								33			573
						071								2			575
						073								4			579
					A076	074								15			594
						075								3			597
						076								13			610
					A077	077								14			624
					A079	078								15			639
						079								14			653
					A080	080								32			685
						081								2			687
						082								6			693
						083								4			697
					A085	085								11			708
						086								9			717
						087								5			722
					A088	088								11			733
						089								4			737
					A100	100								103			840
						101								2			842
						102								1			843
						104								6			849
					A105	105								22			871
						106								3			874
						107								7			881
						108								1			882
						109								13			895
					A110	110								9			904
						111								1			905
						113								9			914
						114								4			918
					A112	103								5			923
						112								20			943
					A115	115								18			961
					A117	117								33			994
						118								3			997
						119								5			1,002
					A120	120								4			1,006
						121								5			1,011
						122								4			1,015
						123								6			1,021
						128								6			1,027
						129								2			1,029
6	500	2	MAAD	280	A125	124								6			1,035
						125								19			1,054
						126								1			1,055
						127								2			1,057
					A130	130								8			1,065
						131								4			1,069
						132								7			1,076
						133								4			1,080
						134								2			1,082
						135								1			1,083
						136								2			1,085
						138								8			1,093
						139								4			1,097
					A140	140								6			1,103
						141								1			1,104
						142								18			1,122

Standard Mail Auto Letters

ACCUZIP6 4.07.00.K.2006.02

REPORT: USPS QUALIFICATION REPORT**MAILER:** FLUTE NETWORK**PAGE:****ENTRY:** WAYNESVILLE NC 287**MAIL ID:** MSTOCT05.DBF : 08/23/2006 : 15:39:54

3

SORT: STANDARD MAIL, M810.2.0**DATE:** 08/23/2006

Tray #	Tray Total	Tray Size	Tray Lvl	Tray ZIP	Group Dest	ZIP in MAAD	WS	HD	CR	CB	5B	3B	AB	MB	3/5	BS	Running Totals
6	500	2	MAAD	280	A140	143								1			1,123
						147								1			1,124
					A144	144								8			1,132
						145								13			1,145
						146								18			1,163
						148								10			1,173
						149								1			1,174
					A150	150								8			1,182
						151								7			1,189
						152								15			1,204
						153								1			1,205
						154								2			1,207
						156								4			1,211
						157								1			1,212
						160								2			1,214
						161								3			1,217
						162								2			1,219
						163								3			1,222
						164								3			1,225
						165								7			1,232
						166								3			1,235
						168								5			1,240
						260								2			1,242
					A170	169								3			1,245
						170								14			1,259
						171								2			1,261
						172								2			1,263
						177								3			1,266
						178								6			1,272
					A173	173								5			1,277
						174								6			1,283
						175								6			1,289
						176								5			1,294
					A180	180								11			1,305
						181								5			1,310
						183								3			1,313
						184								4			1,317
						185								2			1,319
						186								2			1,321
						187								4			1,325
						188								1			1,326
					A189	179								1			1,327
						189								16			1,343
						193								8			1,351
						194								18			1,369
						195								6			1,375
						196								3			1,378
					A190	190								41			1,419
						191								34			1,453
					A197	197								4			1,457
						198								10			1,467
						199								5			1,472
					A200	200								13			1,485
					A201	201								33			1,518
						226								4			1,522
					A202	204								1			1,523
						205								1			1,524
					A207	206								5			1,529
7	500	2	MAAD	280	A207	206								3			1,532
						207								16			1,548
					A208	208								23			1,571

Standard Mail Auto Letters

ACCUZIP6 4.07.00.K.2006.02

REPORT: USPS QUALIFICATION REPORT**MAILER:** FLUTE NETWORK**PAGE:****ENTRY:** WAYNESVILLE NC 287**MAIL ID:** MSTOCT05.DBF : 08/23/2006 : 15:39:54

4

SORT: STANDARD MAIL, M810.2.0**DATE:** 08/23/2006

Tray #	Tray Total	Tray Size	Tray Lvl	Tray ZIP	Group Dest	ZIP in MAAD	WS	HD	CR	CB	5B	3B	AB	MB	3/5	BS	Running Totals
7	500	2	MAAD	280	A208	209								14			1,585
					A210	210								26			1,611
						211								13			1,624
						214								4			1,628
					A212	212								39			1,667
						216								2			1,669
						218								2			1,671
					A217	215								2			1,673
						217								10			1,683
						254								1			1,684
					A220	220								15			1,699
						221								13			1,712
						222								12			1,724
						223								14			1,738
					A230	224								3			1,741
						225								2			1,743
						228								6			1,749
						229								10			1,759
						230								3			1,762
						231								6			1,768
						232								9			1,777
						238								6			1,783
						239								2			1,785
						244								2			1,787
					A233	233								1			1,788
						234								7			1,795
						235								6			1,801
						236								12			1,813
						237								2			1,815
					A240	240								10			1,825
						241								3			1,828
						242								2			1,830
						245								8			1,838
					A250	247								2			1,840
						249								1			1,841
						251								1			1,842
						253								5			1,847
						257								6			1,853
						261								1			1,854
						262								1			1,855
						263								1			1,856
						265								6			1,862
					A270	271								11			1,873
						272								5			1,878
						273								5			1,883
						274								11			1,894
						285								3			1,897
					A275	275								22			1,919
						276								22			1,941
						277								6			1,947
						278								9			1,956
						279								3			1,959
					A280	280								9			1,968
						281								7			1,975
						282								20			1,995
						286								14			2,009
						297								5			2,014
					A283	283								12			2,026
						284								3			2,029
8	500	2	MAAD	280	A283	284								2			2,031
					A290	290								8			2,039

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Tray #	Tray Total	Tray Size	Tray Lvl	Tray ZIP	Group Dest	ZIP in MAAD	WS	HD	CR	CB	5B	3B	AB	MB	3/5	BS	Running Totals
8	500	2	MAAD	280	A290	291								3			2,042
						292								11			2,053
						295								2			2,055
					A294	294								25			2,080
					A296	293								11			2,091
						296								18			2,109
					A300	300								40			2,149
						301								19			2,168
					A303	302								25			2,193
						303								38			2,231
					A306	305								11			2,242
						306								5			2,247
					A308	298								4			2,251
						308								1			2,252
						309								4			2,256
					A310	310								1			2,257
						312								4			2,261
						316								2			2,263
						317								5			2,268
						319								2			2,270
					A320	299								2			2,272
						304								2			2,274
						314								4			2,278
						315								4			2,282
						320								5			2,287
						321								9			2,296
						322								18			2,314
						323								9			2,323
						326								11			2,334
						344								7			2,341
					A325	324								3			2,344
						325								5			2,349
						365								1			2,350
						366								3			2,353
					A327	327								32			2,385
					A328	328								11			2,396
						329								24			2,420
						347								3			2,423
					A330	330								17			2,440
					A331	331								26			2,466
					A333	333								11			2,477
					A334	334								25			2,502
						349								6			2,508
					A335	335								8			2,516
						336								13			2,529
9	500	2	MAAD	280	A335	336								2			2,531
						337								13			2,544
						338								11			2,555
						342								16			2,571
						346								7			2,578
					A339	339								6			2,584
						341								12			2,596
					A350	350								4			2,600
						351								2			2,602
						352								9			2,611
						354								7			2,618
						356								4			2,622
						357								1			2,623
						358								7			2,630
						359								4			2,634
						362								2			2,636

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Tray #	Tray Total	Tray Size	Tray Lvl	Tray ZIP	Group Dest	ZIP in MAAD	WS	HD	CR	CB	5B	3B	AB	MB	3/5	BS	Running Totals
9	500	2	MAAD	280	A360	360								3			2,639
						361								4			2,643
						368								3			2,646
					A370	370								9			2,655
						371								3			2,658
						372								20			2,678
						384								1			2,679
						385								2			2,681
					A373	307								5			2,686
						373								16			2,702
						374								9			2,711
					A377	376								6			2,717
						377								3			2,720
						378								5			2,725
						379								10			2,735
					A380	380								2			2,737
						381								12			2,749
						382								3			2,752
						383								4			2,756
						386								3			2,759
						387								1			2,760
						388								1			2,761
						723								2			2,763
					A390	390								3			2,766
						391								1			2,767
						392								5			2,772
						393								2			2,774
						397								1			2,775
					A400	400								1			2,776
						401								1			2,777
						402								9			2,786
						420								2			2,788
						421								1			2,789
						423								4			2,793
						427								1			2,794
						471								3			2,797
						476								2			2,799
						477								4			2,803
					A403	403								4			2,807
						404								4			2,811
						405								7			2,818
						406								1			2,819
						409								1			2,820
						411								1			2,821
						413								1			2,822
						415								1			2,823
						418								1			2,824
					A430	430								18			2,842
						432								16			2,858
						457								3			2,861
					A434	434								4			2,865
						435								6			2,871
						436								7			2,878
					A440	439								1			2,879
						440								19			2,898
						441								26			2,924
						444								3			2,927
						445								4			2,931
					A442	442								17			2,948
						443								6			2,954
						446								7			2,961

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Tray #	Tray Total	Tray Size	Tray Lvl	Tray ZIP	Group Dest	ZIP in MAAD	WS	HD	CR	CB	5B	3B	AB	MB	3/5	BS	Running Totals
9	500	2	MAAD	280	A442	447								2			2,963
						448								2			2,965
					A450	410								5			2,970
						450								5			2,975
						451								2			2,977
						452								22			2,999
					A453	453								6			3,005
						454								6			3,011
						455								2			3,013
						458								7			3,020
					A460	463								8			3,028
						465								1			3,029
10	500	2	MAAD	280	A460	465								18			3,047
						466								7			3,054
						467								2			3,056
						468								8			3,064
						469								5			3,069
						472								4			3,073
						473								4			3,077
						474								5			3,082
						475								1			3,083
						478								4			3,087
						479								5			3,092
					A462	460								8			3,100
						461								3			3,103
						462								17			3,120
					A480	480								21			3,141
						483								19			3,160
						484								6			3,166
						485								3			3,169
					A481	481								32			3,201
						482								15			3,216
					A488	486								10			3,226
						487								6			3,232
						488								18			3,250
						489								7			3,257
						492								10			3,267
					A493	490								20			3,287
						491								3			3,290
						493								5			3,295
						494								14			3,309
						495								17			3,326
						496								11			3,337
						497								1			3,338
					A500	500								6			3,344
						501								3			3,347
						502								5			3,352
						503								7			3,359
						505								3			3,362
						525								5			3,367
					A522	504								2			3,369
						506								4			3,373
						507								1			3,374
						520								7			3,381
						521								4			3,385
						522								7			3,392
						523								3			3,395
						524								4			3,399
						526								4			3,403
						527								3			3,406
						528								5			3,411

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Tray #	Tray Total	Tray Size	Tray Lvl	Tray ZIP	Group Dest	ZIP in MAAD	WS	HD	CR	CB	5B	3B	AB	MB	3/5	BS	Running Totals
10	500	2	MAAD	280	A522	612								7			3,418
					A530	530								11			3,429
						531								17			3,446
						532								22			3,468
						534								2			3,470
						549								11			3,481
					A535	535								9			3,490
						537								12			3,502
						538								3			3,505
						539								3			3,508
						544								9			3,517
						545								2			3,519
					A541	498								2			3,521
						499								1			3,522
						541								4			3,526
						542								3			3,529
11	500	2	MAAD	280	A541	542								4			3,533
						543								3			3,536
					A550	540								3			3,539
						546								9			3,548
						547								2			3,550
						548								2			3,552
						550								16			3,568
						551								21			3,589
						557								4			3,593
						558								4			3,597
						559								6			3,603
					A553	553								16			3,619
						554								31			3,650
						560								5			3,655
						561								1			3,656
						562								2			3,658
						563								5			3,663
						564								1			3,664
						566								2			3,666
					A570	570								4			3,670
						571								6			3,676
						573								1			3,677
						574								2			3,679
						577								3			3,682
					A580	565								3			3,685
						580								1			3,686
						581								4			3,690
						582								1			3,691
						584								1			3,692
						585								2			3,694
						586								1			3,695
						587								3			3,698
					A590	591								7			3,705
						594								3			3,708
						595								1			3,709
						596								3			3,712
						597								8			3,720
						598								16			3,736
						599								4			3,740
					A600	600								47			3,787
						602								17			3,804
						610								5			3,809
						611								6			3,815
					A601	601								43			3,858
						603								5			3,863

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Tray #	Tray Total	Tray Size	Tray Lvl	Tray ZIP	Group Dest	ZIP in MAAD	WS	HD	CR	CB	5B	3B	AB	MB	3/5	BS	Running Totals
11	500	2	MAAD	280	A604	604								20			3,883
					A605	605								32			3,915
					A606	606								53			3,968
						607								3			3,971
						608								1			3,972
					A617	613								2			3,974
						614								6			3,980
						615								5			3,985
						616								5			3,990
						617								8			3,998
						618								10			4,008
						619								1			4,009
					A630	620								2			4,011
						622								5			4,016
						623								1			4,017
						625								2			4,019
						626								6			4,025
						627								3			4,028
						629								1			4,029
12	500	2	MAAD	280	A630	629								2			4,031
						630								11			4,042
						631								26			4,068
						633								3			4,071
						634								2			4,073
						636								1			4,074
						637								1			4,075
					A640	640								9			4,084
						641								11			4,095
						644								2			4,097
						645								3			4,100
						646								1			4,101
						647								1			4,102
						648								1			4,103
						651								1			4,104
						652								9			4,113
						656								3			4,116
						657								3			4,119
						658								4			4,123
						660								14			4,137
						662								13			4,150
						664								1			4,151
						665								3			4,154
						666								6			4,160
						667								3			4,163
						668								1			4,164
					A670	669								1			4,165
						670								3			4,168
						671								3			4,171
						672								11			4,182
						673								3			4,185
						674								7			4,192
						675								4			4,196
						676								1			4,197
						678								1			4,198
					A680	510								2			4,200
						511								3			4,203
						512								1			4,204
						513								1			4,205
						680								3			4,208
						681								7			4,215
						684								2			4,217

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Tray #	Tray Total	Tray Size	Tray Lvl	Tray ZIP	Group Dest	ZIP in MAAD	WS	HD	CR	CB	5B	3B	AB	MB	3/5	BS	Running Totals
12	500	2	MAAD	280	A680	685								17			4,234
						686								1			4,235
						687								3			4,238
						688								1			4,239
						689								1			4,240
						693								2			4,242
					A700	394								2			4,244
						395								1			4,245
						700								2			4,247
						701								7			4,254
						704								5			4,259
					A707	705								2			4,261
						706								3			4,264
						708								7			4,271
					A710	711								4			4,275
						712								3			4,278
						713								2			4,280
						714								3			4,283
					A720	716								3			4,286
						717								3			4,289
						719								2			4,291
						720								6			4,297
						721								2			4,299
						722								3			4,302
						724								2			4,304
						725								1			4,305
						726								1			4,306
						727								1			4,307
						729								3			4,310
					A730	730								12			4,322
						731								4			4,326
						735								3			4,329
						737								1			4,330
						748								2			4,332
					A740	740								6			4,338
						741								7			4,345
						744								1			4,346
					A750	750								38			4,384
						754								1			4,385
					A752	751								6			4,391
						752								18			4,409
					A757	756								5			4,414
						757								2			4,416
						758								1			4,417
						759								2			4,419
					A760	760								16			4,435
						761								9			4,444
						762								8			4,452
						763								2			4,454
						764								2			4,456
						768								1			4,457
						769								4			4,461
						790								4			4,465
						791								2			4,467
						792								1			4,468
						793								1			4,469
						794								3			4,472
						795								1			4,473
						796								3			4,476
						797								5			4,481
					A770	770								28			4,509

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Tray #	Tray Total	Tray Size	Tray Lvl	Tray ZIP	Group Dest	ZIP in MAAD	WS	HD	CR	CB	5B	3B	AB	MB	3/5	BS	Running Totals
12	500	2	MAAD	280	A770	772								4			4,513
					A773	773								16			4,529
13	500	2	MAAD	280	A773	773								24			4,553
						774								7			4,560
						775								4			4,564
						776								1			4,565
						777								2			4,567
						778								2			4,569
					A780	780								1			4,570
						781								3			4,573
						782								23			4,596
					A783	779								2			4,598
						783								1			4,599
						784								7			4,606
						785								1			4,607
					A786	765								3			4,610
						767								4			4,614
						786								11			4,625
						787								30			4,655
					A798	798								1			4,656
						799								6			4,662
						880								3			4,665
					A800	800								28			4,693
						801								23			4,716
						802								27			4,743
						803								16			4,759
						804								13			4,772
						805								17			4,789
						806								7			4,796
						807								2			4,798
						814								1			4,799
						815								7			4,806
						816								3			4,809
					A808	808								3			4,812
						809								14			4,826
						810								3			4,829
						811								2			4,831
						812								3			4,834
						813								5			4,839
					A820	820								5			4,844
						822								1			4,845
						824								2			4,847
						825								1			4,848
						826								2			4,850
						828								1			4,851
						830								2			4,853
					A836	832								3			4,856
						833								4			4,860
						834								1			4,861
						836								5			4,866
						837								9			4,875
						979								1			4,876
					A840	840								6			4,882
						841								9			4,891
						843								5			4,896
						844								1			4,897
						845								1			4,898
						846								6			4,904
						847								3			4,907
					A852	850								20			4,927
						852								26			4,953

Standard Mail Auto Letters

ACCUZIP6 4.07.00.K.2006.02

REPORT: USPS QUALIFICATION REPORT**MAILER:** FLUTE NETWORK**PAGE:****ENTRY:** WAYNESVILLE NC 287**MAIL ID:** MSTOCT05.DBF : 08/23/2006 : 15:39:54

12

SORT: STANDARD MAIL, M810.2.0**DATE:** 08/23/2006

Tray #	Tray Total	Tray Size	Tray Lvl	Tray ZIP	Group Dest	ZIP in MAAD	WS	HD	CR	CB	5B	3B	AB	MB	3/5	BS	Running Totals
13	500	2	MAAD	280	A852	853								7			4,960
						860								4			4,964
						863								5			4,969
					A856	856								3			4,972
						857								27			4,999
					A870	870								2			5,001
						871								17			5,018
						875								11			5,029
14	500	2	MAAD	280	A870	882								2			5,031
						883								1			5,032
					A890	890								4			5,036
						891								16			5,052
					A894	894								2			5,054
						895								6			5,060
						897								1			5,061
					961									2			5,063
					A900	900								34			5,097
					A902	902								25			5,122
						904								13			5,135
					A907	905								10			5,145
						906								10			5,155
						907								8			5,163
					908									9			5,172
					A910	910								15			5,187
						911								9			5,196
						912								10			5,206
					A913	913								36			5,242
						914								10			5,252
					916									3			5,255
					A917	917								19			5,274
						918								1			5,275
					A920	919								5			5,280
						920								31			5,311
						921								29			5,340
					A923	922								11			5,351
						923								16			5,367
						924								3			5,370
					925									18			5,388
					A926	926								27			5,415
						927								3			5,418
						928								11			5,429
					A935	930								10			5,439
						931								11			5,450
						932								7			5,457
					933									9			5,466
					934									3			5,469
					935									6			5,475
					A940	940								34			5,509
						941								20			5,529
15	500	2	MAAD	280	A940	941								9			5,538
						943								4			5,542
						944								5			5,547
						949								31			5,578
						954								17			5,595
					955									6			5,601
					A945	945								46			5,647
						946								20			5,667
						947								10			5,677
					948									7			5,684
					A950	936								2			5,686
						937								15			5,701

Standard Mail Auto Letters

ACCUZIP6 4.07.00.K.2006.02

REPORT: USPS QUALIFICATION REPORT

MAILER: FLUTE NETWORK

PAGE:

ENTRY: WAYNESVILLE NC 287

MAIL ID: MSTOCT05.DBF : 08/23/2006 : 15:39:54

13

SORT: STANDARD MAIL, M810.2.0

DATE: 08/23/2006

Tray #	Tray Total	Tray Size	Tray Lvl	Tray ZIP	Group Dest	ZIP in	MAAD	WS	HD	CR	CB	5B	3B	AB	MB	3/5	BS	Running Totals
15	500	2	MAAD	280	A950	939									7			5,708
						950									20			5,728
						951									12			5,740
					A956	952									7			5,747
						953									12			5,759
						956									12			5,771
						957									2			5,773
						958									8			5,781
						959									9			5,790
						960									6			5,796
					A962	963									1			5,797
					A967	967									14			5,811
						968									8			5,819
					A970	970									16			5,835
						971									5			5,840
						972									39			5,879
						973									11			5,890
						974									20			5,910
						975									5			5,915
						978									3			5,918
						986									7			5,925
					A980	980									29			5,954
						981									55			6,009
						982									18			6,027
						988									2			6,029
16	86	2	MAAD	280	A980	988									3			6,032
						989									2			6,034
						998									3			6,037
					A983	983									12			6,049
						984									12			6,061
						985									11			6,072
					A990	838									7			6,079
						990									1			6,080
						991									3			6,083
						992									13			6,096
						993									5			6,101
					A995	995									10			6,111
						997									4			6,115
TOTALS														29	6086			6,115

RATE SUMMARY

PIECES

Saturation (WS)	
High Density (HD)	
Line of Travel CRRT (CR)	
Automation Carrier Route (CB)	
Automation 5-Digit (5B)	
Automation 3-Digit (3B)	
Automation AADC (AB)	29
Automation Mixed Rate (MB)	6,086
3/5-Digit (3/5)	
Basic (BS)	
TOTAL	6,115

Standard Mail Auto Letters**REPORT:** PACKAGE PREPARATION REPORT**MAILER:** FLUTE NETWORK**MAIL ID:** MSTOCT05.DBF : 08/23/2006 : 15:39:54**PAGE:** 1**DATE:** 08/23/2006

(Optional)

Container Preparation Legend (Prep):

P = Packaging (banding) required

S = Separator cards required

L = Loose (no separator cards or packaging required)

Cont.	Size	Count	Level	Bundle	Prep	Level	ZIP	Endorsement	Pkg Cnt	Pkg Size	Running Total
1	2-U	21	3DG	ASHEVILLE NC 287							
				1	P	3DG		3-DIGIT 287	21	0.914"	21
2	2-U	6	3DG	ASHEVILLE NC 288							
				1	P	3DG		3-DIGIT 288	6	0.261"	27
3	2-U	2	3DG	ASHEVILLE NC 289							
				1	P	3DG		3-DIGIT 289	2	0.087"	29
4	2	500	MAAD	MXD CHARLOTTE NC 280							
					L	MADC		MIXED AADC 280	500		529
5	2	500	MAAD	MXD CHARLOTTE NC 280							
					L	MADC		MIXED AADC 280	500		1,029
6	2	500	MAAD	MXD CHARLOTTE NC 280							
					L	MADC		MIXED AADC 280	500		1,529
7	2	500	MAAD	MXD CHARLOTTE NC 280							
					L	MADC		MIXED AADC 280	500		2,029
8	2	500	MAAD	MXD CHARLOTTE NC 280							
					L	MADC		MIXED AADC 280	500		2,529
9	2	500	MAAD	MXD CHARLOTTE NC 280							
					L	MADC		MIXED AADC 280	500		3,029
10	2	500	MAAD	MXD CHARLOTTE NC 280							
					L	MADC		MIXED AADC 280	500		3,529
11	2	500	MAAD	MXD CHARLOTTE NC 280							
					L	MADC		MIXED AADC 280	500		4,029
12	2	500	MAAD	MXD CHARLOTTE NC 280							
					L	MADC		MIXED AADC 280	500		4,529
13	2	500	MAAD	MXD CHARLOTTE NC 280							
					L	MADC		MIXED AADC 280	500		5,029
14	2	500	MAAD	MXD CHARLOTTE NC 280							
					L	MADC		MIXED AADC 280	500		5,529
15	2	500	MAAD	MXD CHARLOTTE NC 280							
					L	MADC		MIXED AADC 280	500		6,029
16	2-U	86	MAAD	MXD CHARLOTTE NC 280							
				1	P	MADC		MIXED AADC 280	86	3.741"	6,115

Postage Statement — Nonprofit Standard Mail**USPS Only: Note Mail Arrival Date & Time****MAILER**Permit Holder's Name and Address, and
Email Address If AnyTelephone
909-886-3101Name and Address of
Mailing Agent (If other
than permit holder)

Telephone

Name and Address of Individual or
Organization for Which Mailing Is Prepared (If
other than permit holder)Flute Network
PO Box 9472
San Bernardino, CA 92427Flute Network
PO Box 9472
San Bernardino, CA 92427The Mountaineer Newspaper
220 N Main Street
Waynesville, NC 28786

USPS Nonprofit Auth No. _____ Dun & Bradstreet No. _____

CAPS Cust. Ref. ID _____

Dun & Bradstreet No. _____

USPS Nonprofit Auth No. _____

Dun & Bradstreet No. _____

MAILING

Post Office of Mailing

WAYNESVILLE NC

Processing Category

☒ Letters ☐ Parcels☐ Flats ☐ CMM☐ Automation Flats
(DMM 301.3)

Mailing Date

08/23/2006

Federal Agency Cost Code

Statement Seq. No.

No. and type of Containers

1' MM Flat Trays N/A
2' MM SacksType of Postage
☒ Permit Imprint
☐ Precanceled Stamps
☐ Metered

Weight of a Single Piece

0.0313 pounds

Total Pieces

6,115

Total Ltr. Trays 16

Permit #

37

For Mail Enclosed Within Another Class

☐ Periodicals

If Sacked, Based on

Total Weight

191.3995

No. of pieces with Detached
Address Labels (DMM 602.4)For Automation Rate Pieces, Enter Date of Address
Matching and Coding (DMM 708.1.3)

03/03/2006

For Enhanced Carrier Route Rate Pieces, Enter Date
of Address Matching and Coding (DMM 708.1.3)

03/03/2006

For Enhanced Carrier Route Rate Pieces, Enter Date
of Carrier Route Sequencing (DMM 245/345.6.10.1)

03/03/2006

POSTAGEParts Completed (select all that apply) ☒ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ G ☐ H ☐ I ☐ J ☐ K ☐ L ☐ M ☐ S**Total Postage** (Add parts totals)

\$ 904.79

Rate at Which Postage Affixed (Check one) (DMM 244, 344, 444)

☐ Correct ☐ Lowest ☐ Neither (DMM P600)

_____ pcs. x \$

= Postage Affixed**Net Postage Due** (Subtract postage affixed from total postage)

For USPS Use Only: Additional Postage Payment (State reason)

For postage affixed add additional payment to net postage due;
for permit imprint add additional payment to total postage.**Total Adjusted Postage Affixed**

Postmaster: Report Total Postage in AIC 125 (Permit imprint only)

Total Adjusted Postage Permit Imprint**CERTIFICATION**

The mailer's signature certifies that: (1) the mailing complies with DMM 703; (2) the income derived from the sale of any products or services advertised in the mailing is not subject to the Unrelated Business Income Tax (UBIT) and any products and services advertised are substantially related to the nonprofit organization's authorized purpose within the meaning of 39 U.S.C. § 3626(i)(1)(d)(ii)(I) and 26 U.S.C. § 513(A); (3) the mailing if made by a voting registration official is required or authorized under the National Voter Registration Act of 1993; and (4) it will agree to pay, subject to appeal, any revenue deficiencies assessed on this mailing. If an agent signs this form, the agent certifies that he or she is authorized to sign on behalf of the mailer, and that the mailer is bound by the certification and agrees to pay any deficiencies. In addition, agents may be liable for any deficiencies resulting from matters within their responsibility, knowledge, or control. The mailer hereby certifies that all information furnished on this form is accurate, truthful, and complete; that the mail and the supporting documentation comply with all postal standards and that the mailing qualifies for the rates and fees claimed; and that the mailing does not contain any matter prohibited by law or postal regulation. I understand that anyone who furnishes false or misleading information on this form or who omits information requested on this form may be subject to criminal and/or civil penalties, including fines and imprisonment.

Privacy Notice: For information regarding our Privacy Policy visit www.usps.com

Signature of Mailer or Agent

Printed Name of Mailer or Agent Signing Form

Telephone
909-886-3101**USPS USE ONLY**

Weight of a Single Piece

0 . _____ pounds

Are postage figures at left adjusted from
mailer's entries? If yes, reason:☐ Yes ☐ No

Total Pieces

Total Weight

Total Postage

Round Stamp (Required)

Check One (If applicable)

☐ Presort Verification
☐ Not Scheduled ☐ Presort Verification
Performed as Scheduled

Date Mailer Notified

Contact

By (initials)

I CERTIFY that this mailing has been inspected concerning: (1) eligibility for postage rates claimed; (2) proper preparation
(and presort where required); (3) proper completion of postage statement; and (4) payment of annual fee (if required).

Verifying Employee's Signature

Print Verifying Employee's Name

Time

AM
PM

Nonprofit Standard Mail — Letters and Flats

X

Part A

Automation Rates — Letters and Flats - 3.3 oz. (0.2063 lb.) or Less

Entry	Rate Category	Piece Rate X	No. of Pieces =	Pieces Subtotal	TOTAL
NONE					
A3	AADC Letter	0.1400 X	29 = \$	4.0600	4.0600
A4	Mixed AADC Letter	0.1480 X	6,086 = \$	900.7280	900.7280

Part A Total

\$904.788



This form may be generated as the output of address matching processing using CASS-Certified™ software in conjunction with current USPS® address database files. Any facsimile must contain the same information in the same format as the printed form.

See DMM Section 708 for more information.

Coding Accuracy Support System (CASS) Summary Report

A. Software

CASS - A1		
1. CASS Certified Company Name ACCUZIP, INC.	2. CASS Certified Software Name & Version ACCUZIP6 4.07.00.K	3. Configuration AAA
4. Z4 Change Certified Company Name	5. Z4Change Certified Software Name & Version	6. Configuration
7. ELOT Certified Company Name ACCUZIP, INC.	8. ELOT Certified Software Name & Version ACCUZIP6 4.07.00.K	9. Configuration AAA
MASS - A2		
1. MASS Certified Company Name	2. MASS Certified Software Name & Version	3. Configuration
		4. MLOC Serial No.

B. List

1. List Processor's Name Flute Network PO Box 9472 San Bernardino, CA 92427	2. Date List Processed a. Master File 08/23/2006 b. Z4Change c. eLOT 08/23/2006 d. CRIS	3. Date of Database Product Used a. ZIP + 4 File February 15, 2006 b. Z4Change c. eLOT February 15, 2006 d. CRIS
4. List Name or ID No. (If using ID No., number must start with ID #) MSTOCT05.DBF	5. Number of Lists 1	6. Total Records Submitted for Processing 6,115

C. Output

Output Rating	1. Total Coded	2. Validation Period	Output Rating	1. Total Coded	2. Validation Period
a. ZIP + 4 Coded	6,115	From To 08/23/2006 to 02/19/2007	d. 5-Digit Coded	6,115	From To 08/23/2006 to 08/23/2007
b. Z4Change Processed			e. CR RT Coded	6,115	From To 08/23/2006 to 11/21/2006
c. DPBC Assigned	6,115	From To 08/23/2006 to 02/19/2007	f. eLOT Assigned		From To

D. Mailer

I certify that the mailing submitted with this form has been coded (as indicated above) using CASS-Certified software meeting all of the requirements listed in the DMM Section 708.

1. Mailer's Signature

2. Date Signed

3. Name and Address of Mailer

**Flute Network
PO Box 9472
San Bernardino, CA 92427**

E. Qualitative Statistical Summary (QSS)

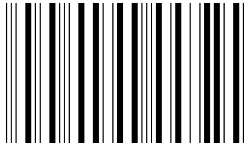
Privacy Notice: For information regarding our Privacy Policy, visit www.usps.gov.

For informational Purposes Only: QSS is solely made available for the list processor's review and analysis. This information is not to be considered by the Postal Service™ personnel in determining rate eligibility under any circumstances. See reverse for a detailed explanation.

High Rise Default 100	High Rise Exact 401	Rural Route Default 5	RR Exact 8	LACS/LACSLink	EWS	DPV	RDI
---------------------------------	-------------------------------	---------------------------------	----------------------	---------------	-----	-----	-----

ASHEVILLE NC
STD LTR 3D BC

287

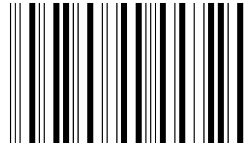


2870054401 WAYNESVILLE NC

#1 2-FT 21PCS L002B

ASHEVILLE NC
STD LTR 3D BC

288

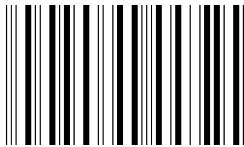


2880054401 WAYNESVILLE NC

#2 2-FT 6PCS L002B

ASHEVILLE NC
STD LTR 3D BC

289

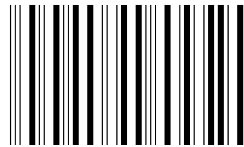


2890054401 WAYNESVILLE NC

#3 2-FT 2PCS L002B

MXD CHARLOTTE NC
STD LTR BC WKG

280

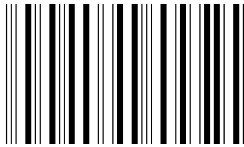


2800054601 WAYNESVILLE NC

#4 2-FT 500PCS L803A

MXD CHARLOTTE NC
STD LTR BC WKG

280



2800054601 WAYNESVILLE NC

#5 2-FT 500PCS L803A

MXD CHARLOTTE NC
STD LTR BC WKG

280

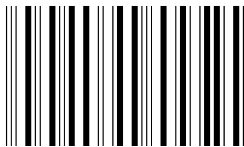


2800054601 WAYNESVILLE NC

#6 2-FT 500PCS L803A

MXD CHARLOTTE NC
STD LTR BC WKG

280

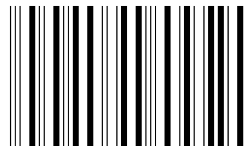


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#7 2-FT 500PCS L803A

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STD LTR BC WKG

280

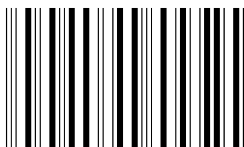


2800054601 WAYNESVILLE NC

#8 2-FT 500PCS L803A

MXD CHARLOTTE NC
STD LTR BC WKG

280



2800054601 WAYNESVILLE NC

#9 2-FT 500PCS L803A

MXD CHARLOTTE NC
STD LTR BC WKG

280

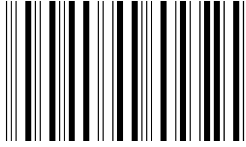


2800054601 WAYNESVILLE NC

#10 2-FT 500PCS L803A

MXD CHARLOTTE NC
STD LTR BC WKG

280

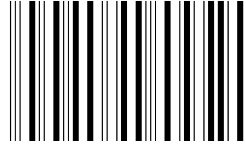


2800054601 WAYNESVILLE NC

#11 2-FT 500PCS L803A

MXD CHARLOTTE NC
STD LTR BC WKG

280

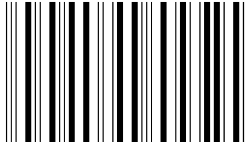


2800054601 WAYNESVILLE NC

#12 2-FT 500PCS L803A

MXD CHARLOTTE NC
STD LTR BC WKG

280

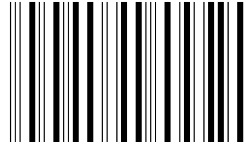


2800054601 WAYNESVILLE NC

#13 2-FT 500PCS L803A

MXD CHARLOTTE NC
STD LTR BC WKG

280

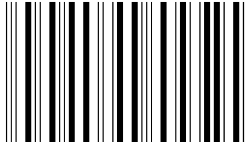


2800054601 WAYNESVILLE NC

#14 2-FT 500PCS L803A

MXD CHARLOTTE NC
STD LTR BC WKG

280

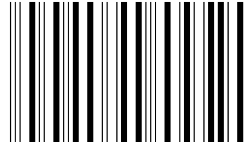


2800054601 WAYNESVILLE NC

#15 2-FT 500PCS L803A

MXD CHARLOTTE NC
STD LTR BC WKG

280



2800054601 WAYNESVILLE NC

#16 2-FT 86PCS L803A

EXHIBIT IV

AS IT APPEARED IN THE FLUTE NETWORK PAGES,

February – May/June 2006

(Only those pages which include content relative to this Testimony are included here. My apologies for the quality of the scans – some lines of text did not come out as clearly as might be desired, however it was the best we could do – full copies of the original issues are certainly available upon request)

The Flute Network™

P.O. Box 9472 San Bernardino, CA 92427 U.S.A.

(909) 886-3101

February, 2006

<http://www.flutenet.com>

Vol. 22, No. 6

YOU HAVE A VALENTINE!

...At *least* one! ...Right here!!

– and it has *your* name on it!

(...How do I know that's true?!

Well – would you believe me if I said...

...a little birdie told me!)

Happy Valentines Day – every day!

... Always remember, *no matter what* – we really are all in this together! All best wishes, always – Jan S. Pritchard



IMPORTANT: I NEED TO ASK A FAVOR OF YOU...

Please – *pretty please* – will you help me out with something?

Would you be so kind as to drop me a note or a postcard (to the address in our header above), or an email (jan@flutenet.com) to

**LET US KNOW – (1) your zip code, and
(2) WHEN (i.e., what date) DID YOU RECEIVE
YOUR FLUTE NETWORK?**



We're going to ask this of you regarding *BOTH* this February issue, and the next one, our March issue.... we'll fill you in about why we're asking this favor of you in the Greetings section of our April issue, but in the mean time please know that it's really important or we wouldn't ask – and that we sincerely appreciate your help!

MANY THANKS, in advance!

The Flute Network is a registered non-profit corporation – now in our 22nd year of service! Published on a monthly basis, this adletter continues to circulate free of charge to more than 6,200 selected flutists and flute teachers nationwide. Being a "bulletin board service", our purpose is to facilitate communications among those interested in the flute. First class subscriptions are available for a fee of \$22.00 a year, which will allow us to send you your copy via first class mail (in the U.S.A.; \$29.50 [U.S. funds] for Canada and airmail overseas). Because of postal regulations, the Flute Network is available in Canada and overseas only by first class subscription. Single issues will be sent upon receipt of a postage-paid, self-addressed business-size envelope. Do feel free to give us a call if we can help with any questions. If this is the first you've seen of this publication we welcome you to The Flute Network and look forward to being of service!

FLUTE FESTIVALS

2006 Central California Flute Festival – March, 25th, 2006, with SUSAN MILAN as guest artist. Details from: Dr. Teresa Beaman, Department of Music, California State University – Fresno, 2380 E Keats, MS/MB77, Fresno, CA 93740-8024. Phone: 559-278-3975; info is also available on website: www.csufresno.edu/music.



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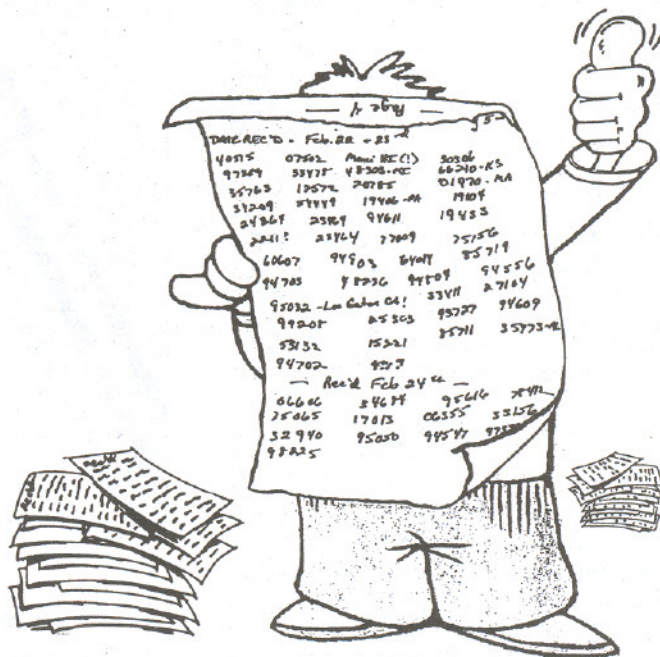
(909) 886-3101

March, 2006

<http://www.flutenet.com>

Vol. 22, No. 7

YOU
ARE
TOTALLY
AWESOME!



I *always* knew that Flute Network subscribers were special people – and you've been proving it again, in spades! - **THANK YOU! ...** Amazing numbers of you have called – you've emailed – you've written – and I'm blown away at the lengths some of you have gone to to get your info to us... to say I'm supremely grateful is an understatement. ...It really matters...still does... and we need to carry on for one more month (this one doesn't have a *Federal Holiday* for us to contend with, you see)... I'll fill you in on the rest of the story, along with what we've learned from it all at that point, in our next issue.

IN THE MEAN TIME: I've been on the phone for many hours with *Verizon* trying to find out why so many folks had their legitimate emails "bumped"... (In preparation for my request to you, I had lifted all the spam filters that *I* knew about for the "jan@flutenet.com" address, so as not to cause anybody any possible trouble – but apparently there are games that internet servers play, exclusively among themselves out there in cyberspace, which are virtually untouchable by us-ordinary-beings, something I wasn't aware of before...) Anyway, there have been NO good answers from Verizon so far as to why all that "!!&^*#%!-spam" comes through so easily when *legitimate* emails *can't* -- and then, adding insult to injury, they go and "return" legitimate messages to their senders, marking them to be "SPAM!" (...AAAGH! – very frustrating, to say the least!)

SO THIS TIME: if you're wanting to send an email and can't get through to the "jan@flutenet.com" address, let's try a whole different set of internet servers this month as a **back up plan** - try: **jan@charter.net**.... Of course – your calls and/or snail mail are ALWAYS welcome too!

Always remember, no matter what – we're all in this together!

Wishing you all the very best, always – Jan

IMPORTANT: ONE MORE TIME - I NEED TO ASK A FAVOR OF YOU...

Please – *pretty please* – will you help me out with something?

Would you be so kind as to drop me a note or a postcard
(to the snail-mail address in our header above), or an email
(jan@flutenet.com – OR – jan@charter.net) and

**LET US KNOW – (1) *your zip code*, and
(2) WHEN (i.e., what date) DID YOU RECEIVE
YOUR FLUTE NETWORK?**

Again - we'll fill you in about why we're asking this favor of you in the Greetings section of our April issue, but in the mean time please know that it's really important or we wouldn't ask – and that we sincerely appreciate your help! MANY THANKS, in advance!

-- Oh yeah! ...

HAPPY ST. PATRICKS DAY TOO!



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(909) 886-3101

April, 2006

<http://www.flutenet.com>

Vol. 22, No. 8

... We've studied the data, we've read all the books...

We've made phone calls and visits ...

(... even met with some "kooks"!)

With your help these two months –

- it's been GREAT! Now we know!

We'll continue to ask, poke and prod, high and low!

Most of all, there's new hope –

- there's good reason to think

that there might yet be answers to find (...still, it stinks!

... WHY - OH - WHY should it take so long to deliver,

And why does it change month to month – couldn't be simpler - !?!

By and large – things move smoothly... It seems MOST are OK!

But other places are plagued with delays, I must say!!

... So the "jury's still out, there's more yet to learn...

'Till we get all the answers, midnight oil I'll burn...

In the mean time – stay tuned, "watch this space", stay in touch –

And I'll share what we learn down the way (...there's SO much!)

With your help we've accomplished something neat, I MUST say!

Now we've got **their** attention in a whole brand new way!

Can't thank you enough – you've been FAR MORE than GREAT!

... We'll keep at it, I promise – and share more news in May...

(<sigh!>...When things boggle my mind, it all spills out in rhyme...

It's been a life long affliction, this rhyming-condition...

... Don't know where it comes from (yeah - I know that sounds dumb!)

- BUT - I hasten to add: cures seem not to be had!

So I'll close on this note: for your forgiveness, I hope!

And I humbly apologize, here, at this time !!!)

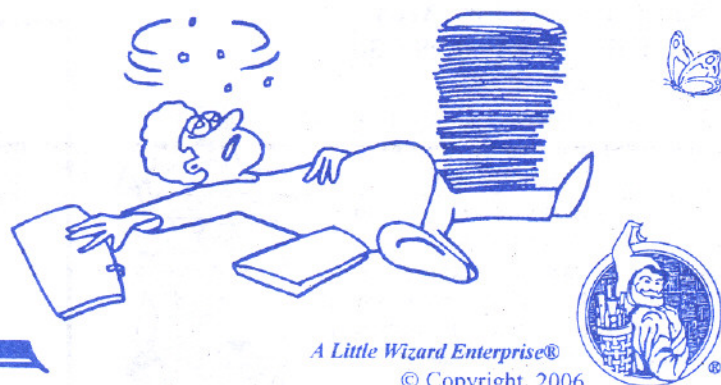
... Let there never be any doubt: when people work together, great things CAN happen.... sometimes, *surprising things*; other times it may be that we can only "lay the way" for better things to come as a result of our efforts and questions... At this point, frankly, it's hard to tell precisely where **we're** at with all that – because, it's seems, so many *much larger* questions are very much related to (if not outright "underpinning") the supposedly *simple* ones we were starting with... Regardless, we'll continue to work on it here and promise to share anything useful we learn about it along the way with you here as it comes to light.

IN THE MEAN TIME – Remember: no matter what,
we really are all in this together! Wishing you all the very best,
always – Jan



REMINDER: Our next issue is the combined May/June issue and goes to press at noon on May 5th.... the one after that is the combined July/August PRE-NFA Convention issue, and it goes to press at noon on July 5th. After that – we're back to our regular schedule -- the September issue goes to press at noon on Sept. 5th – the October issue on Oct. 5th – and so on (at least, that's the plan as far as we know it!)

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The Flute Network™

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(909) 886-3101

May/June, 2006

<http://www.flutenet.com>

Vol. 22, No. 9/10

GREETINGS!

OK- you saw the sign over there, right?

...Change is indeed "a-foot" (as my favorite High School English Teacher used to say when gearing up to assign us a scary-fun research project)... Now, *exactly what that means* is something we're all going to be finding out together in the next several months!...

All I know at this point is - after all that we've learned from you fantastic folks in recent months through your wonderful notes and emails - there's *no* question about it: *some* changes certainly are *very much* needing to be made... One of them is totally out of our control and still deserving of more aggressive investigation ... another among them, however, is something we may well just have to be courageous enough to take on directly, ourselves.

FIRST OFF - HERE'S WHAT YOU CAN COUNT ON: "we" (as in, "The Flute Network") are **as committed as ever* (if not actually *more so now*) to continuing the provision of the high quality service to the Flute Playing Community that you've come to count on from us, over our past 22 years!* ...It's in the figuring out of how to best keep doing that, while also taking on, unflinchingly and head-on, the inherent consequences of the many *other* changes that have been going on in the world around us - *that's* what's needing our attention just now...

SECOND OFF - although going to an "internet only" kind of service seems to be the general trend these days, *we really-really don't want to have to do that*, and here's why: the overwhelming response from our readers (coming through both online and off - and all for which I'm grateful-beyond-words!) has told us so - directly, firmly, and undeniably. Any and all doubts we had had about a continuing need and place for the snail-mail print publication of Flute Network have been totally blown away! If yours was one of those notes, rest assured: *you have been heard!!!*

THIRD OFF - We feel equally as strongly that **you deserve better** than far too many of us have been experiencing in the comparatively recent past - specifically in terms of both the quality of print *AND* the reliability of a timely delivery... here's where we stand with that:

RE: the US Postal Service service questions... given the glacier-slow progress with which I'm getting answers from "executive-type" folks at the Postal Service about their services, ...well... there's apparently more involved there than I could have imagined. All the Officials with whom I've talked profess to be "shocked and seriously concerned" about the pattern of delivery that our recent study of zip codes and dates received has shown -- but NO TWO of them, so far, have said the same thing regarding what can be done about it, or if there's "any hope" for better service in the future, or what can be reasonably expected in this regard *other* than the standard oft-quoted expectations we've had from them for years.

(Now to give that question a bigger context - one of the things I've seen most clearly is that, without a doubt, others have far more to complain to the USPS about than we do! *Just as a case in point*, there are large parts of at least five states who, we've learned, have



individually and collectively logged legions of complaints already, including problems of service regarding *all levels* of the mail (that's including "first class" or "priority"), and without going into details here - certainly some of these problems have far more serious consequence to them for the addressees than the late receipt of one little nationally published adletter about flutes!)

CERTAINLY - there are others I've talked with in the "postal profession" who've been both generous with their time and insights - I don't want to come across as slamming a whole corner of the Universe here! I'll venture that **most** are hard working and caring folk who are just trying to do their job the best way they can. Along that vein and in the interest of accuracy, perhaps I should clarify a statement I just made above - there were five long-time Postal workers who independently and privately volunteered *their* ideas about why we're not getting very helpful answers about this... they don't know each other (they work different states), but what's interesting is they actually had **virtually the same insight** (and you'll see shortly why they shall remain "nameless"). Sadly, one doesn't have to be a fan of conspiracy theories to wonder if there might not just be some truth to what they had to say! The gist of their respective insights is that **somewhere** among "the powers that be in the upper levels of the USPS", and contrary to what one might expect and *despite the public protestations to the contrary* - there is actually *no interest* in doing anything that might be materially helpful in making the system work better... Rather, they are patiently waiting for a growing public dissatisfaction [if not outright disgust!] which will - sooner or later - lead us collectively to a change of heart (they think)... i.e., that by letting the system fail (!), we'll ultimately accept as a "solution" what is as-yet still considered unacceptable to most of the country: privatization of the whole service (as in: "the sooner the public gives up on us, the sooner we can get on with privatizing it!")... Two went so far as to predict that this will all be in place by 2010. ...**All I can say is - I don't have firm evidence on this either which way** -- ...I guess we'll just have to see what happens, there, won't we! In the mean time, we'll keep muddling along with what we have now, of course.

THERE'S MORE and it's IMPORTANT!

-- Continued inside... →





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GREETINGS – Continued.....

OK - as if all that weren't enough, there's the added issues brought on by changes at the printers in recent years... Basically here's the case there: *despite* new equipment purchases and the many ongoing efforts of *several* **very good people** there on our behalf ...well ...suffice it to say that where there once was a "good thing going", for any number of reasons our ability to rely on them to consistently produce a quality product for us has declined markedly over the last couple of years (much to our dismay!) Whether this is related to <ahem!> turn over of personnel or not, I can't say... I do know that not a one of the experienced press folks who was there when we started with them many years ago is *still* there (for whatever reason that may be...). Our *hope and expectation* remains that whatever learning curve may be in action here then (if that is indeed the problem) will finally kick in, and their ability to consistently produce a good quality product for us and others will soon be restored! But without a doubt, as Flute Network subscribers, we quite firmly believe that YOU DO DESERVE BETTER than what we've been getting, and we're no longer willing to keep apologizing for them.

SO... Here's what I know: basically - if you want to explore a river, you're not going to get very far if you don't ever let go of the dock... so what I'm saying is, we're fully prepared to take that step now and cut loose in search of options *because you do deserve better!*

OUR PLAN IS THIS: With no small regret, then, we're closing this 22nd Volume year of Flute Network with this issue. We DO PLAN to begin printing and mailing again sometime in the fall of 2006, and you'll still be on the list when we do! However, it's extremely important to us that we *first* find firm assurances that, when we do begin printing and mailing again, that YOU can count on getting a *well-printed publication*, and *be receiving it in a more reliable and timely manner* than has been evidenced in recent history.

(...OK, exactly *where* we're going to be securing these "firm assurances" is yet to be determined – I honestly can't say just now! One nice possibility is the printer we first started with in Michigan, some 22 years ago – however, we're talking with several at this point, and we're open to whatever needs to be so that better things can happen! It could be we even remain with our current printer – *we're certainly open to anything good, but *good* it must be!* So stay in touch! We'll continue to do all we can in the duration to "pass the word along" in any and every way we can – and we'll leave the future open because magic and miracles can only work when space is made available for them to have room to do their stuff (if you know what I mean?!)

And we'll keep the website going, of course (for example, we will be offering "Updates on Developments", and adding new FN-RECOMMENDS as Jerry writes them, etc.) – and yes, of course, we'll continue to maintain the other services we offer there too! ... But if you're one of the MANY who *don't* live "online" any more than you have to, and you get to wondering about how it's going before we write to you next, feel free to drop us a note! *Anytime!!* I DO answer letters and emails (... sometimes it may take a while, but you *will* get a reply!) Also - any and all comments, ideas, and insights (and humor!) are always welcome! In the meantime – we'll be beating the bushes for a better way...

**THANKS SO MUCH for your understanding,
and for being a part of this Flute Network !!!**

And always do remember - whatever happens...
we really are all in this together!

All best wishes – and much love – Jan



EXHIBIT V**Raw Data, with Maps, Study from February and March 2006 issues of
The Flute Network, Zip Code and Date Received**

This investigation was undertaken in order to get a feel for the actual experience our subscribers were having in receiving their issues of Flute Network via Standard Mail Nonprofit Letter mail service. We had requested that our subscribers let us know both **when** they received their February and March issues (individually and specifically) *and* the zip code by which they received it/them.

Information sent in reply was received here via email, via USPS mail, and phone messages, and kept in hard copy format in our files. Zip codes were then listed on a calendar by the date as reported for “when that issue of their Flute Network was received” by pen and paper, and then inputted into a website which graphically represented the distribution of zip codes across the country (many thanks go to the folks at www.frappr.com for allowing us to use their services and website for this in-house purpose!) A “Group Map” was generated for each pertinent date, and the specific zip codes (for where we were notified that an issue was received) were entered as “members” for each date map at frappr.com. All of the maps and information were then downloaded and incorporated into a MS Word file, and ultimately converted to pdf for filing purposes in this Testimony.

A complete set of these map pages with their respective member lists follow.

The February issue entered the USPS Mail system at the Waynesville, NC Post office on February 9. (Day One of delivery is therefore considered to be Feb. 10)

The March issue entered the USPS Mail system at the Waynesville NC Post Office on March 9. (Day One of delivery of this issue is therefore considered to be March 10)

In each of the maps/pages to follow, the Waynesville NC Post Office where our Flute Networks enter the USPS mail system is consistently indicated as “Jan Pritchard – Waynesville (NC)” (this made it easier for us to work with the frappr.com format and maps).

For the information pertaining to the February 2006 issue, there is a Blue Pin indicating that location of that Waynesville Post Office, with Red Pins indicating the zip codes

where the February issues were received on each specific date. For the March issues the colors are reversed - i.e., the Red Pin indicates the Waynesville (NC) Post Office, while the Blue Pins represent the receiving zip codes. This method was selected to assist the viewer in easily knowing which Flute Network issue is being referred to in the data represented.

Only those days for which we have specific information are included here – days that are not represented in this collection are days for which we have no information about Flute Networks being received.

Without “insider information” about the particular paths that Flute Networks travel as they move across the country as Standard Nonprofit Letter mail during the course of their delivery, the most striking initial conclusion from the accumulated raw data and resultant maps as provided by our subscribers is: there *is no actual pattern* to it that we can tell. There was also very little consistency in delivery times across the country between the two months (neither between points, nor in terms of overall delivery).

That being said, however, there are still some rather startling particulars in the raw data worthy of note: (1) it took 13 and 14 days for the February issue to go from Waynesville NC to Hawaii, but the March issue took 37 and 48 days to arrive in Hawaii; and (2) for both the February and the March issues - going from Waynesville NC to the north Georgia towns of Snellville and Cumming, it took the February issue 74 and 75 days to arrive, respectively, and it took 47 days for the March issue in both towns. (Granted – there may be some geographical challenges to drawing any meaningful straight lines between those areas, however - that these two spots which are otherwise comparatively close to the entry Post Office should take so long in delivery defies all reasonable logic. Further – regarding the addresses in Cumming, Georgia as having received both their February and their March issues on the same day, I placed a call to this person to find out if perhaps they had been having their mail held [as a possible explanation for that], and was told that they had indeed been home the entire time and had no idea why these pieces of their mail had been delivered in such a way.)

FEBRUARY ISSUE – entered USPS mail on Feb. 9th, 2006.

Feb 13 rec'd Feb issue (day 4 – Monday)
This was the first date reported for receipt.



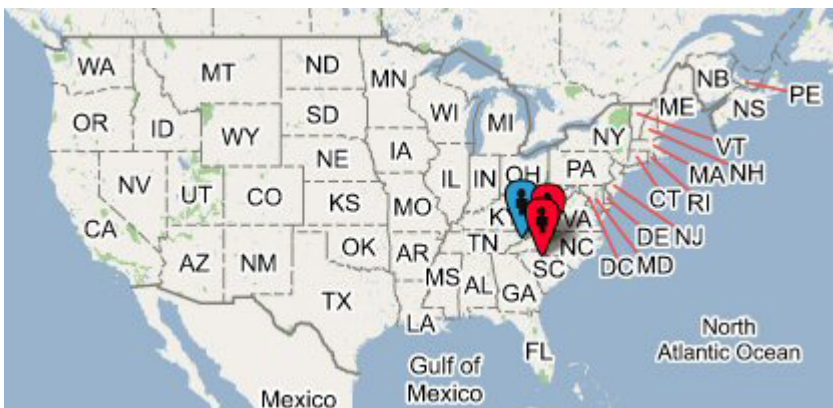
[Jan Pritchard](#) Waynesville, NC – Blue pin – location of entry.

28731 Flat Rock, NC 28731

13504 Utica, NY, USA

* End of list for this day

Feb 18 rec'd Feb issue (day 9 – Saturday)



[Jan Pritchard](#) Waynesville, NC – blue pin

29063 Irmo, SC 29063

28227 Charlotte, NC 28227

* End of list for this day

Feb 20 rec'd Feb issue (day 11 – Monday)



Zip Feb issue rec'd on Feb 20

[Jan Pritchard](#) Waynesville (NC) – blue pin

68144 Omaha, NE 68144,

97206 Portland, OR 97206,

32258 Jacksonville, FL 32258,

* End of list for this day

Feb 21 rec'd Feb issue (day 12 – Tuesday)



Zip rec'd Feb issue on Feb 21

Jan Pritchard Waynesville, NC, USA

02067 Sharon, MA 02067, USA

28608 Boone, NC, USA

07070 Rutherford, NJ 07070, USA

32701 Altamonte Springs, FL 32701, USA

33013 Hialeah, FL 33013, USA

11733 East Setauket, NY 11733, USA

36104 Montgomery, AL 36104, USA

98126 Seattle, WA 98126, USA

02809 Bristol, RI 02809, USA

18104 Allentown, PA 18104, USA

21738 Glenwood, MD 21738, USA

50219 Pella, IA 50219, USA

78229 San Antonio, TX 78229, USA

53402 Racine, WI 53402, USA

32703 Apopka, FL 32703, USA

37212 Nashville, TN 37212, USA

16505 Erie, PA 16505, USA

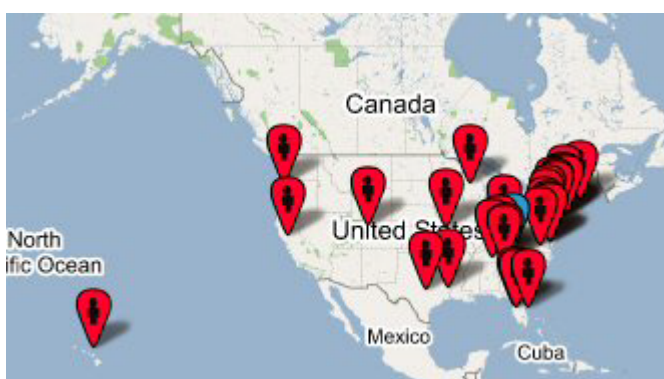
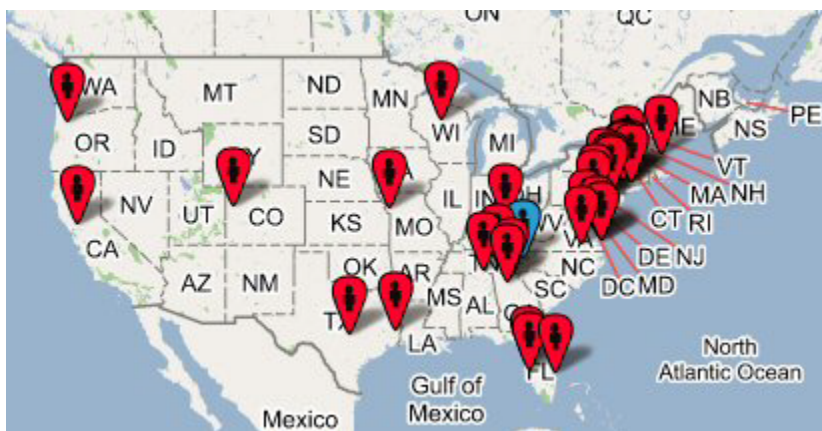
05043 East Thetford, VT 05043, USA

13078	Jamesville, NY 13078, USA
78216	San Antonio, TX 78216, USA
78292	San Antonio, TX, USA
49120	Niles, MI 49120, USA
19067	Morrisville, PA 19067, USA
19610	Reading, PA 19610, USA
30401	Swainsboro, GA 30401, USA
17837	Lewisburg, PA 17837, USA
02840	Newport, RI 02840, USA
35986	Rainsville, AL 35986, USA
28754	Mars Hill, NC 28754, USA
13104	Manlius, NY 13104, USA
01742	Concord, MA 01742, USA
18938	New Hope, PA 18938, USA
27410	Greensboro, NC 27410, USA
24595	Sweet Briar, VA 24595, USA
53705	Madison, WI 53705, USA
27612	Raleigh, NC 27612, USA
21093	Lutherville Timonium, MD 21093, USA
21251	Baltimore, MD 21251, USA
05156	Springfield, VT 05156, USA
97068	West Linn, OR 97068, USA
32207	Jacksonville, FL 32207, USA
10019	New York, NY 10019, USA
17551	Millersville, PA 17551, USA
80230	Denver, CO 80230, USA
11714	Bethpage, NY 11714, USA
08071	Pitman, NJ 08071, USA
30534	Dawsonville, GA 30534, USA
48306	Rochester, MI 48306, USA
20912	Takoma Park, MD 20912, USA
19406	King Of Prussia, PA 19406, USA

48306	Rochester, MI 48306, USA
02879	Wakefield, RI 02879, USA
13214	Syracuse, NY 13214, USA
10040	New York, NY 10040, USA
23832	Chesterfield, VA 23832, USA
52577	Oskaloosa, IA 52577, USA
07753	Neptune, NJ 07753, USA
17043	Lemoyne, PA 17043, USA
14620	Rochester, NY 14620, USA
08848	Milford, NJ 08848, USA
32825	Orlando, FL 32825, USA
01469	Townsend, MA 01469, USA
13903	Binghamton, NY 13903, USA
03302	Concord, NH, USA

*End of Feb. 21 list

Feb 22 rec'd Feb issue (day 13 – Wednesday)



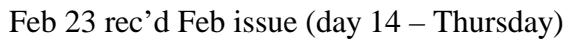
Zip codes rec'd Feb issue on this date:

Jan Pritchard Waynesville, NC, USA – blue pin

30518	Buford, GA 30518, USA
07006	Caldwell, NJ 07006, USA
23608	Newport News, VA 23608, USA
11801	Hicksville, NY 11801, USA
19436	Gwynedd, PA 19436, USA
78133	Canyon Lake, TX 78133, USA
77706	Beaumont, TX 77706, USA
27850	Littleton, NC 27850, USA
37343	Hixson, TN 37343, USA
40515	Lexington, KY 40515, USA
97389	Tangent, OR 97389, USA
07502	Paterson, NJ 07502, USA
33478	Jupiter, FL 33478, USA

96790	Kula, HI 96790, USA
48303	Bloomfield, NJ, USA
30306	Atlanta, GA 30306, USA
66210	Overland Park, KS 66210, USA
35763	Owens Cross Roads, AL 35763, USA
12572	Rhinebeck, NY 12572, USA
20785	Hyattsville, MD 20785, USA
01970	Salem, MA 01970, USA
34209	Bradenton, FL 34209, USA
54449	Marshfield, WI 54449, USA
19406	King Of Prussia, PA 19406, USA
19104	Philadelphia, PA 19104, USA
23464	Virginia Beach, VA 23464, USA
94611	Oakland, CA 94611, USA
34293	Venice, FL 34293, USA
19533	Leesport, PA 19533, USA
21211	Baltimore, MD 21211, USA
23464 (b)	Virginia Beach, VA 23464, USA
23226	Richmond, VA 23226, USA
81520	Clifton, CO 81520, USA
10573	Port Chester, NY 10573, USA
07006	Caldwell, NJ 07006, USA

*End of Feb. 22 list.



Jan Pritchard Waynesville (NC) – blue pin

97459 North Bend, OR 97459, USA

95959 Nevada City, CA 95959, USA

93728 Fresno, CA 93728, USA

93704 Fresno, CA 93704, USA

95628 Fair Oaks, CA 95628, USA

77009 Houston, TX 77009, USA

10024 New York, NY 10024, USA

75156 Mabank, TX, USA

60607 Chicago, IL 60607, USA

94903 San Rafael, CA 94903, USA

85719 Tucson, AZ 85719, USA

94703 Berkeley, CA 94703, USA

48236 Grosse Pointe, MI 48236, USA

94804 Richmond, CA 94804, USA

94556 Moraga, CA 94556, USA

95032 Los Gatos, CA 95032, USA

96721 Hilo, HI 96721, USA

33411 West Palm Beach, FL 33411, USA

27104 Winston Salem, NC 27104, USA

99208 Spokane, WA 99208, USA

25303	Charleston, WV 25303, USA
93727	Fresno, CA 93727, USA
94609	Oakland, CA 94609, USA
53132	Franklin, WI 53132, USA
15221	Pittsburgh, PA 15221, USA
85711	Tucson, AZ 85711, USA
35473	Northport, AL 35473, USA
94702	Berkeley, CA 94702, USA
85719	Tucson, AZ 85719, USA
64014	Blue Springs, MO 64014, USA

*End of Feb. 23 list.

Feb 24th rec'd Feb issue (day 15 – Friday)



Feb 24th rec'd zip codes

<u>Jan Pritchard</u>	Waynesville (NC) – blue pin
52803	Davenport, IA 52803, USA
06606	Bridgeport, CT 06606, USA
34684	Palm Harbor, FL 34684, USA
95616	Davis, CA 95616, USA
78412	Corpus Christi, TX 78412, USA
75065	Lake Dallas, TX 75065, USA
17013	Carlisle, PA 17013, USA
06355	Mystic, CT 06355, USA
63141	St Louis, MO 63141, USA
33156	Miami, FL 33156, USA
32940	Melbourne, FL 32940, USA
95050	Santa Clara, CA 95050, USA
94547	Hercules, CA 94547, USA
98225	Bellingham, WA 98225, USA

* End of list for this day

Feb 25 rec'd Feb issue (day 16 – Saturday)



Feb 25 rec'd zip codes

Jan Pritchard Waynesville (NC) – Blue pin

63131	St Louis, MO 63131, USA
94610	Oakland, CA 94610, USA
43065	Powell, OH 43065, USA
97420	Coos Bay, OR 97420, USA
27515	Chapel Hill, NC, USA
12533	Hopewell Junction, NY 12533, USA
68522	Lincoln, NE 68522, USA
49024	Portage, MI 49024, USA
95207	Stockton, CA 95207, USA
29617	Greenville, SC 29617, USA

* End of list for this day

Feb 27 rec'd Feb Issue (day 18 – Monday)



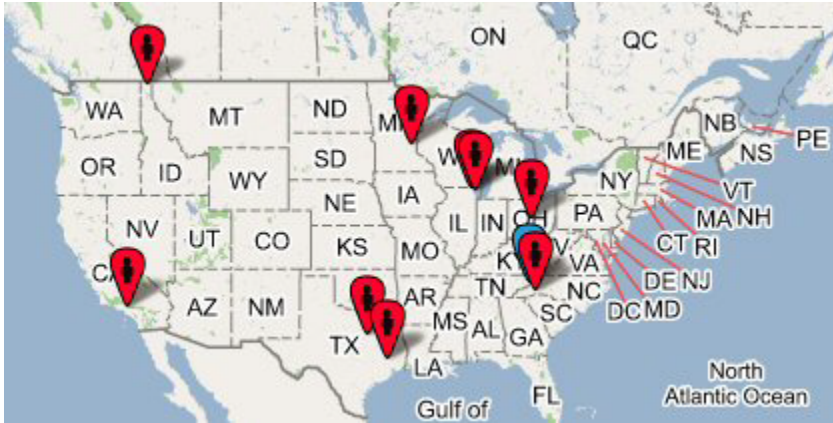
Feb 27 rec'd zip codes

Jan Pritchard Waynesville (NC) – blue pin

43201	Columbus, OH 43201, USA
55005	Bethel, MN 55005, USA
55405	Minneapolis, MN 55405, USA
57104	Sioux Falls, SD 57104, USA
97132	Newberg, OR 97132, USA
35057	Cullman, AL 35057, USA
37069	Franklin, TN 37069, USA
55422	Minneapolis, MN 55422, USA
59803	Missoula, MT 59803, USA

* End of list for this day

Feb 28 rec'd Feb issue (day 19 – Tuesday)



Feb 28 rec'd Feb issue by zip code:

<u>Jan Pritchard</u>	Waynesville (NC) – blue pin
83864	Sandpoint, ID 83864, USA
43068	Reynoldsburg, OH 43068, USA
76708	Waco, TX 76708, USA
60187	Wheaton, IL 60187, USA
90274	Palos Verdes Peninsula, CA 90274, USA
29614	Greenville, SC 29614, USA
77080	Houston, TX 77080, USA
60805	Evergreen Park, IL 60805, USA
55044	Lakeville, MN 55044, USA

* End of list for this day

March 1 – Feb issue rec'd (day 20 - Wednesday)



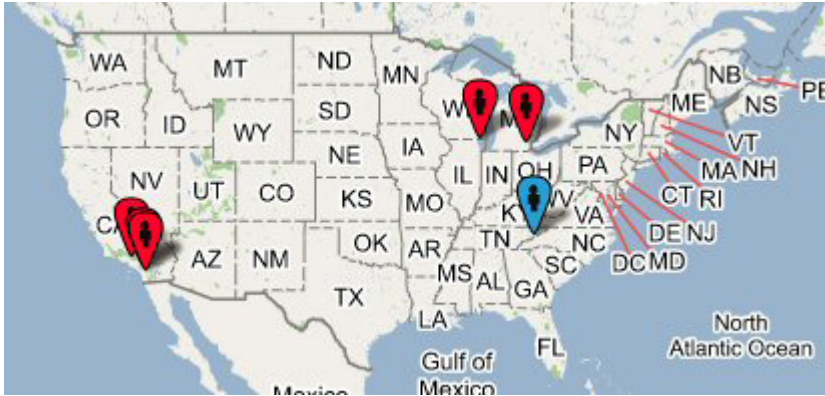
Zip rec'd Feb issue March 1

Jan Pritchard Waynesville (NC)

91750	La Verne, CA 91750, USA
33704	St Petersburg, FL 33704, USA
74604	Ponca City, OK 74604, USA
67220	Wichita, KS 67220, USA
44106	Cleveland, OH 44106, USA
30082	Marietta, GA 30062, USA
91765	Diamond Bar, CA 91765, USA
90272	Pacific Palisades, CA 90272, USA
44141	Brecksville, OH 44141, USA
55082	Stillwater, MN 55082, USA
44221	Cuyahoga Falls, OH 44221, USA
62246	Greenville, IL 62246, USA
68104	Omaha, NE 68104, USA
30062	Marietta, GA 30062, USA

* End of list for this day

March 2 rec'd Feb issue (day 21 - Thursday)



Zip codes rec'd Feb issue March 2

[Jan Pritchard](#) Waynesville (NC) – blue pin

92126 San Diego, CA 92126

43623 Toledo, OH 43623

92056 Oceanside, CA 92056

90505 Torrance, CA 90505

60625 Chicago, IL 60625

* End of list for this day

March 3 rec'd Feb issue (day 22 - Friday)



Zip codes rec'd Feb issue March 3

[Jan Pritchard](#) Waynesville (NC) - Blue pin

02421 Lexington, MA 02421

90274 Palos Verdes Peninsula, CA 90274

43402 Bowling Green, OH 43402

45244 Cincinnati, OH 45244

76210 Denton, TX 76210

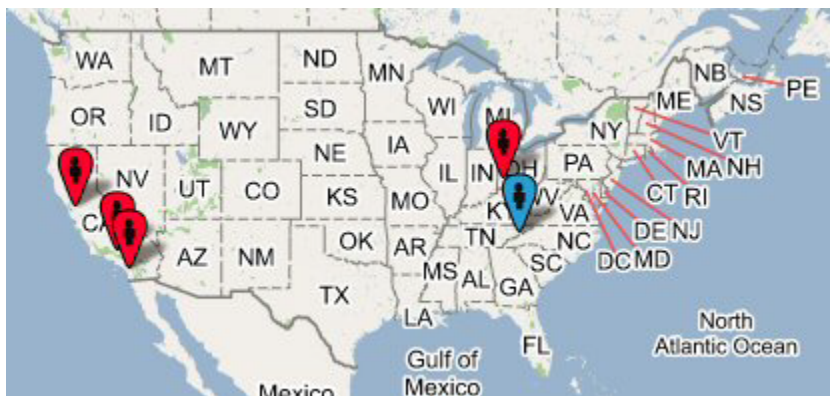
70461 Slidell, LA 70461

06510 New Haven, CT 06510

34116 Naples, FL 34116

* End of list for this day

March 4 rec'd Feb issue (day 23 - Saturday)



Zip code rec'd Feb issue March 4

Jan Pritchard Waynesville (NC) – blue pin
45243 Cincinnati, OH 45243, USA
94087 Sunnyvale, CA 94087, USA
92037 La Jolla, CA 92037, USA
90046 Los Angeles, CA 90046, USA

* End of list for this day

March 6 rec'd Feb issue (day 25 - Monday)



Zip rec'd Feb issue March 6

[Jan Pritchard](#) Waynesville (NC) – blue pin

92407 San Bernardino, CA 92407

91335 Reseda, CA 91335

45429 Dayton, OH 45429

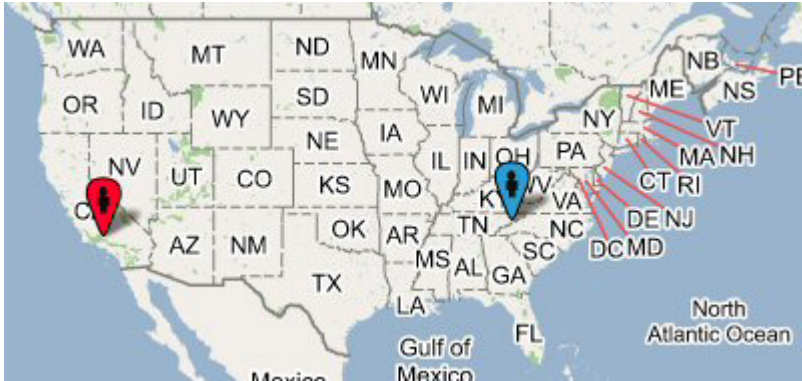
92352 Lake Arrowhead, CA 92352

44118 Cleveland, OH 44118

61625 Peoria, IL

* End of list for this day

March 7 rec'd Feb issue (day 26 - Tuesday)



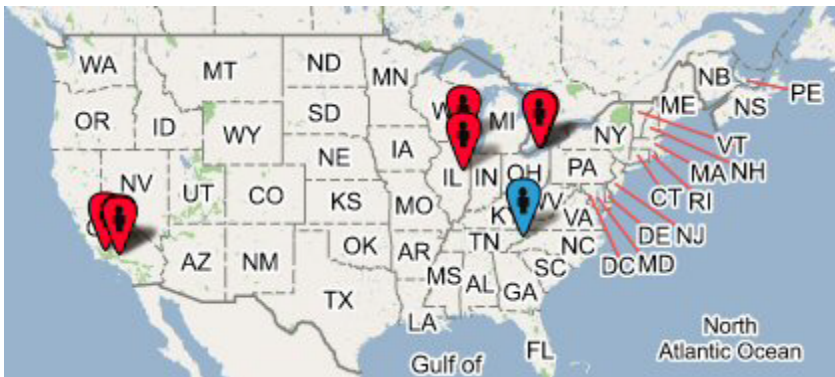
Zip rec'd Feb issue March 7

[Jan Pritchard](#) Waynesville (NC) - blue pin

93065 Simi Valley, CA 93065

* End of list for this day

March 8 rec'd Feb issue (day 27 - Wednesday)_



[Jan Pritchard](#) Waynesville (NC) – blue pin

60563 Naperville, IL 60563

91342 Sylmar, CA 91342

44118 Cleveland, OH 44118

61821 Champaign, IL 61821

93108 Santa Barbara, CA 93108

44124 Cleveland, OH 44124

91401 Van Nuys, CA 91401

* End of list for this day

March 9 Feb issue rec'd (day 28 – Thursday)



Zip rec'd Feb issue March 9

[Jan Pritchard](#) Waynesville (NC) – blue pin

93120 Santa Barbara, CA

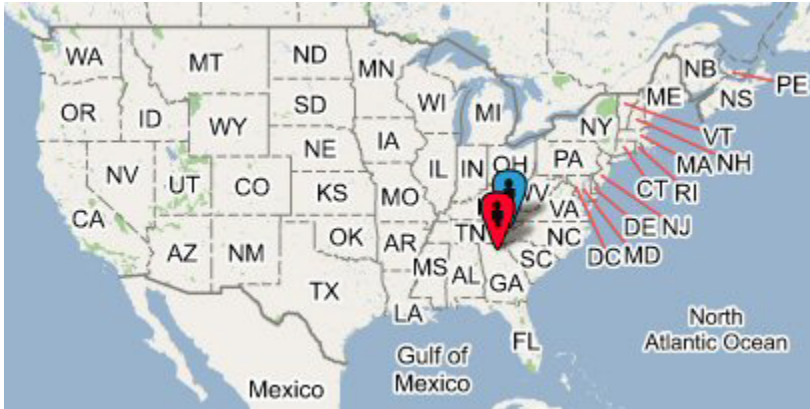
93105 Santa Barbara, CA 93105

60616 Chicago, IL 60616, USA

* End of list for this day

Next report of receipt of a February issue was April 24th... see next page

April 24 rec'd February issue (day 74 - Monday)



Zip rec'd February issue April 24

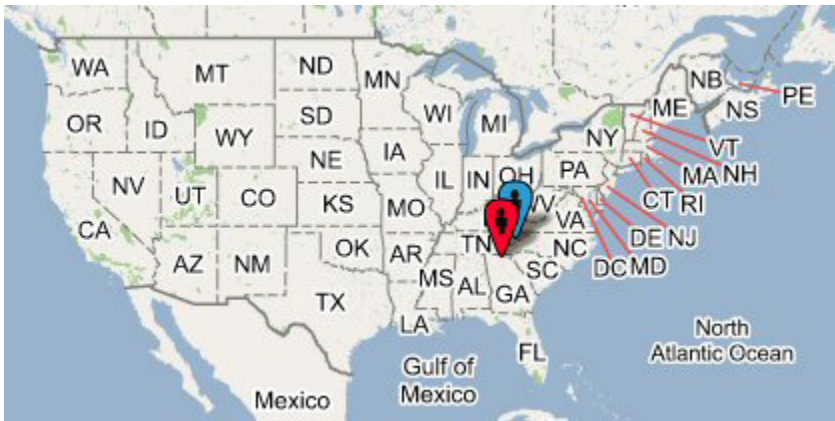
[Jan Pritchard](#) Waynesville(NC) – blue pin

30078 Snellville, GA 30078

* End of list for this day

Last report of receipt of a February issue:

April 25 rec'd February issue (day 75 – Tuesday)



Zip rec'd Feb issue April 25

[Jan Pritchard](#) Waynesville (NC) – blue pin

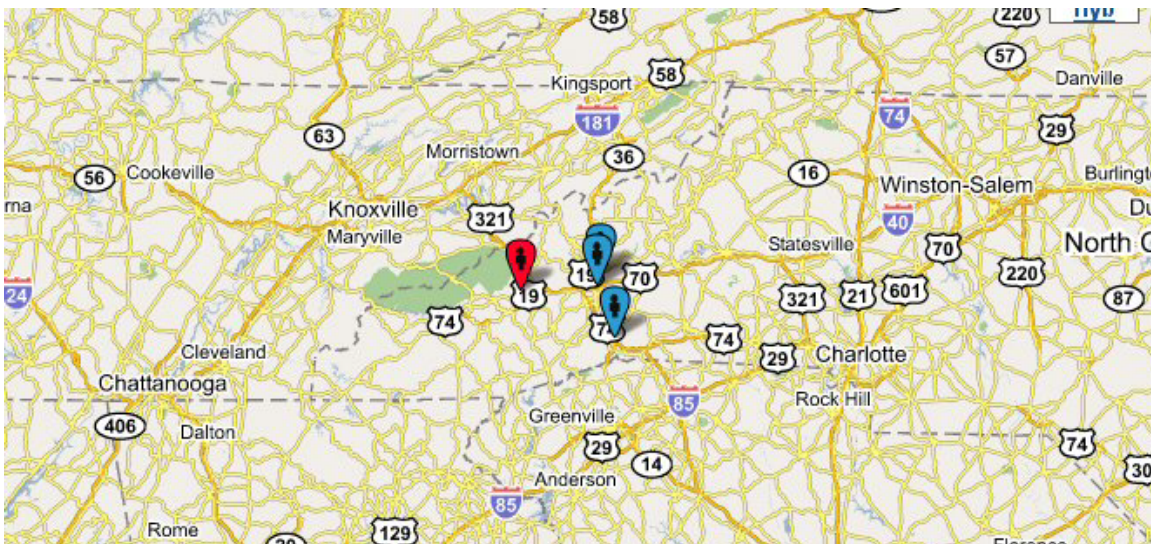
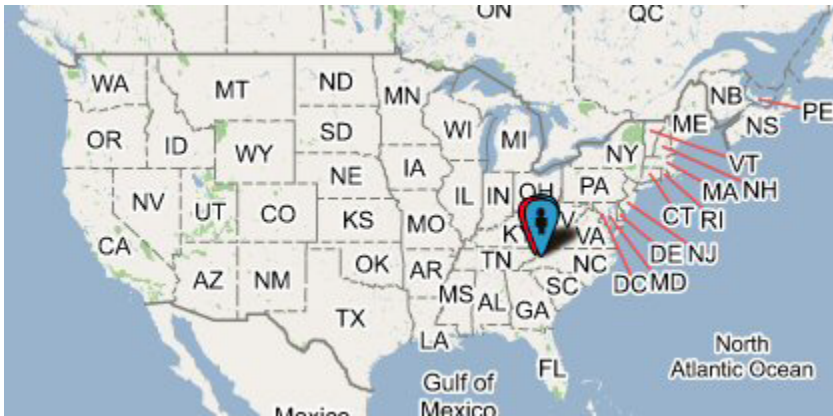
30040 Cumming, GA 30040

* End of list for this day

END OF FEBRUARY DATA.

MARCH ISSUE – Entered USPS in Waynesville, NC on March 9th, 2006.

March 10 – March issue of Flute Network as recd (day 1)



Zip recd March issue

Jan Pritchard Waynesville (NC) - Red pin

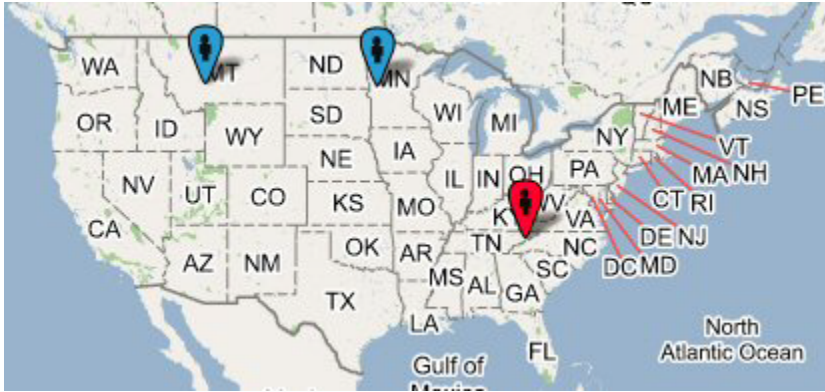
28731 Flat Rock, NC 28731

28805 Asheville, NC 28805

28803 Asheville, NC 28803

* End of list for this day

Next reported date of receipt: March 15 recd March issue (day 6 – Wednesday)



Zip recd March issue day 6

[Jan Pritchard](#) Waynesville (NC) – red pin

56267 Morris, MN 56267

59718 Bozeman, MT 59718

* End of list for this day

March 16 recd March issue (day 7 – Thursday)



[Jan Pritchard](#) Waynesville (NC) – Red pin

59808 Missoula, MT 59808

59803 Missoula, MT 59803

28754 Mars Hill, NC 28754

59601 Helena, MT 59601

59804 Missoula, MT 59804

* End of list for this day

March 17 recd March issue (day 8 – Friday)



Zip recd March issue

Jan Pritchard Waynesville (NC)

60187 Wheaton, IL 60187, USA

60563 Naperville, IL 60563, USA

60137 Glen Ellyn, IL 60137, USA

55442 Minneapolis, MN 55442, USA

75244 Dallas, TX 75244, USA

60640 Chicago, IL 60640, USA

60805 Evergreen Park, IL 60805, USA

60115 Dekalb, IL 60115, USA

54601 La Crosse, WI 54601, USA

55082 Stillwater, MN 55082, USA

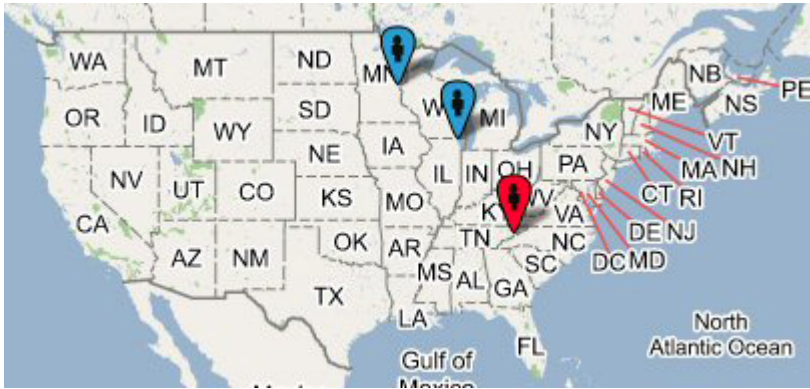
61107 Rockford, IL 61107, USA

60074 Palatine, IL 60074, USA

55405 Minneapolis, MN 55405, USA

* End of list for this day

March 18 recd March issue (day 9 – Saturday)



Zip recd March issue

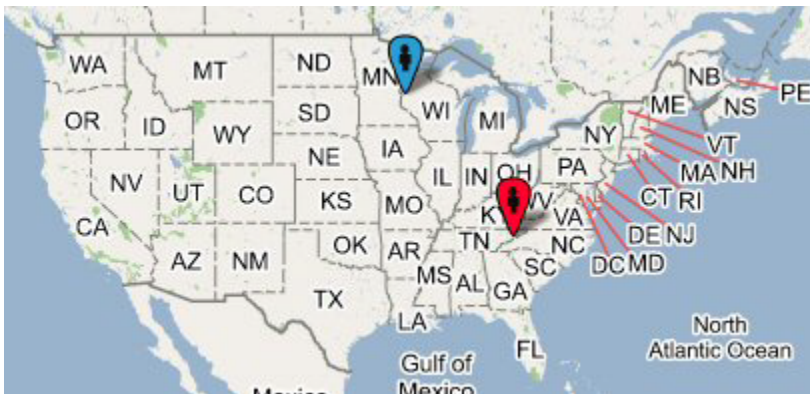
[Jan Pritchard](#) Waynesville (NC) – Red pin

60181 Villa Park, IL 60181

55005 Bethel, MN 55005

* End of list for this day

March 20 recd March issue (day 11 – Monday)



Zip recd March issue

[Jan Pritchard](#) Waynesville (NC) – Red pin

54002 Baldwin, WI 54002

* End of list for this day

March 21 recd March issue (day 12 – Tuesday)



Zip recd March issue

[Jan Pritchard](#) Waynesville (NC) – Red pin

27511 Cary, NC 27511

27403 Greensboro, NC 27403

27514 Chapel Hill, NC 27514

* End of list for this day

March 22 recd March issue (day 13 – Wednesday)



Zip recd March issue

[Jan Pritchard](#) Waynesville (NC) – Red pin

27410 Greensboro, NC 27410

28504 Kinston, NC 28504

56308 Alexandria, MN 56308

27850 Littleton, NC 27850

* End of list for this day

March 23 recd March issue (day 14 – Thursday)



Zip recd March issue on March 23

[Jan Pritchard](#) Waynesville – Red pin

61821 Champaign, IL 61821

22102 Mc Lean, VA 22102

* End of list for this day

March 25 recd March issue (day 16 – Saturday)



Zip recd March issue

[Jan Pritchard](#) Waynesville (NC) – Red pin

24595 Sweet Briar, VA 24595

* End of list for this day

March 27 recd March issue (day 18 – Monday)



Zip recd March issue on March 27

[Jan Pritchard](#) Waynesville (NC) – Red pin

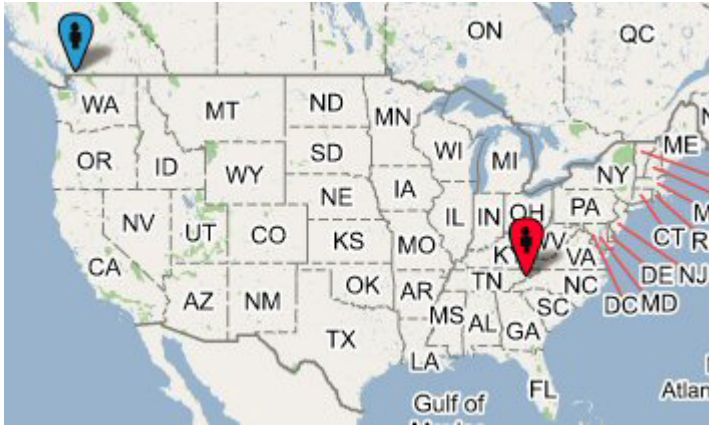
24153 Salem, VA 24153

27612 Raleigh, NC 27612

28215 Charlotte, NC 28215

* End of list for this day

March 28 recd March issue (day 19 – Tuesday)



Zip recd March issue

[Jan Pritchard](#) Waynesville (NC) – Red pin

98225 Bellingham, WA 98225

* End of list for this day

March 29 recd March issue (day 20 – Wednesday)



Zip recd March issue

[Jan Pritchard](#) Waynesville (NC) – Red pin

01238 Lee, MA 01238

97007 Beaverton, OR 97007

97219 Portland, OR 97219

23464 Virginia Beach, VA 23464

97459 North Bend, OR 97459

* End of list for this day

March 30 recd March issue (day 21 – Thursday)



Zip recd March issue on March 30

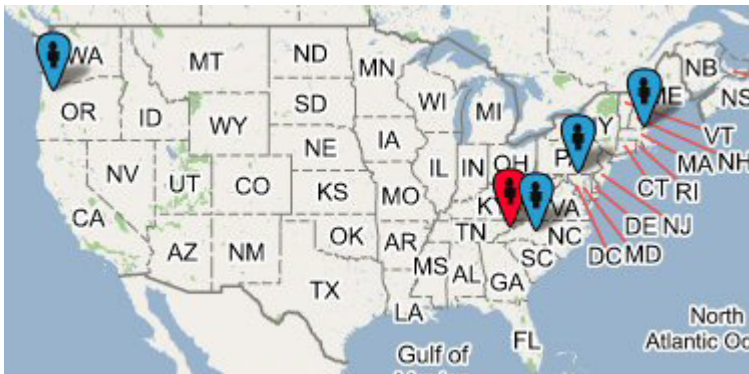
Jan PritchardWaynesville (NC) – Red pin

97420 Coos Bay, OR 97420

01730 Bedford, MA 01730

* End of list for this day

March 31 recd March issue (day 22 – Friday)



Zip recd March issue

Jan Pritchard Waynesville (NC) – red pin

02458 Newton, MA 02458

21738 Glenwood, MD 21738

28215 Charlotte, NC 28215

97389 Tangent, OR 97389

* End of list for this day

April 1 recd March issue (day 23 – Saturday)



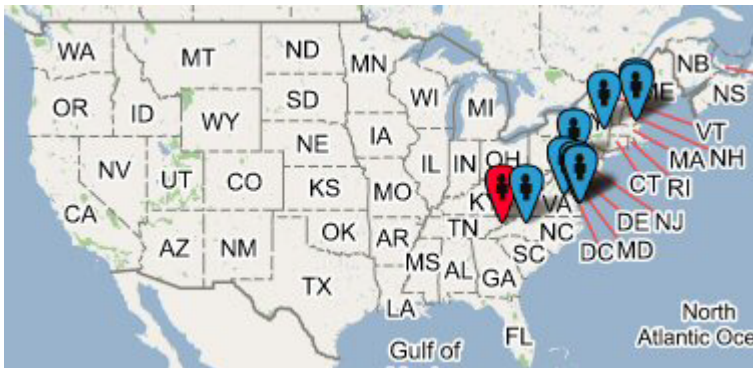
Jan Pritchard Waynesville (NC) – Red pin

97229 Portland, OR 97229

23226 Richmond, VA 23226

* End of list for this day

April 3 recd March issue (day 25 – Monday)



Jan Pritchard Waynesville (NC) – Red pin

23608 Newport News, VA 23608, USA

23462 Virginia Beach, VA 23462, USA

23832 Chesterfield, VA 23832, USA

01810 Andover, MA 01810, USA

21209 Baltimore, MD 21209, USA

02421 Lexington, MA 02421, USA

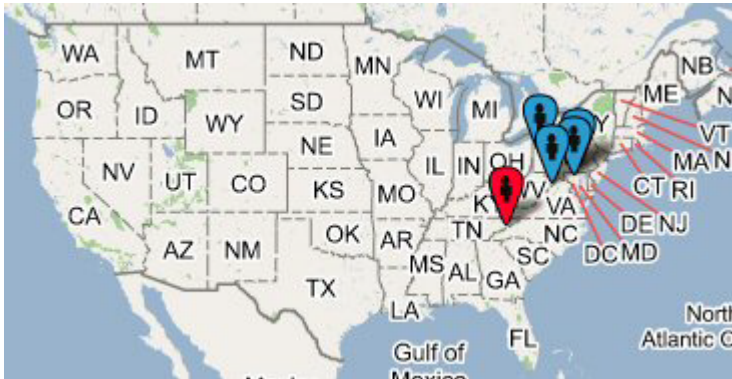
28035 Davidson, NC, USA

23507 Norfolk, VA 23507, USA

12466 Port Ewen, NY 12466, USA

* End of list for this day

April 4 recd March issue (day 26 – Tuesday)



Zip recd March issue on April 4

[Jan Pritchard](#) Wayneville (NC) – Red pin

20710 Bladensburg, MD 20710

21093 Lutherville Timonium, MD 21093

22812 Bridgewater, VA 22812

15255 Pittsburgh, PA

*End of list for this day

April 5 recd March issue (day 27 – Wednesday)



[Jan Pritchard](#) Wayneville (NC) – Red pin

62246 Greenville, IL 62246

10573 Port Chester, NY 10573

21047 Fallston, MD 21047

01970 Salem, MA 01970

* End of list for this day

April 6 recd March issue (day 28 – Thursday)



Zip recd March issue April 6

[Jan Pritchard](#) Waynesville (NC)- Red pin

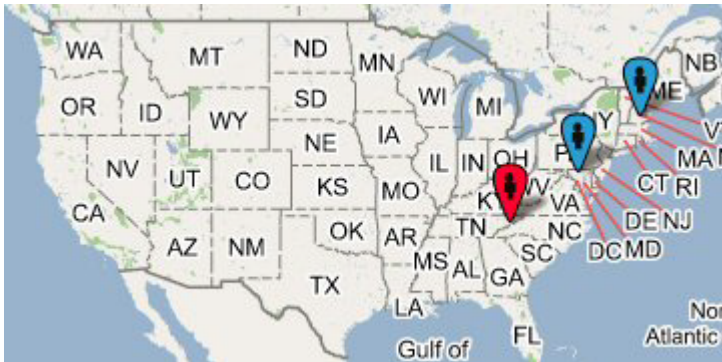
20902 Silver Spring, MD 20902

80538 Loveland, CO 80538

20853 Rockville, MD 20853

* End of list for this day

April 7 recd March issue (day 29 – Friday)



Zip recd March issue on April 7

[Jan Pritchard](#) Waynesville (NC) – Red pin

03060 Nashua, NH 03060

20901 Silver Spring, MD 20901

* End of list for this day

April 8 recd March issue (day 30 – Saturday)



Zip recd March issue

Jan Pritchard Waynesville (NC) – Red pin

94609	Oakland, CA 94609
32701	Altamonte Springs, FL 32701
01469	Townsend, MA 01469
84121	Salt Lake City, UT 84121
34116	Naples, FL 34116
02879	Wakefield, RI 02879
94583	San Ramon, CA 94583, USA
02879b	Wakefield, RI 02879, USA
94801	Richmond, CA 94801, USA

* End of list for this day

April 10 recd March issue (day 32 – Monday)



Zip recd March issue on April 10

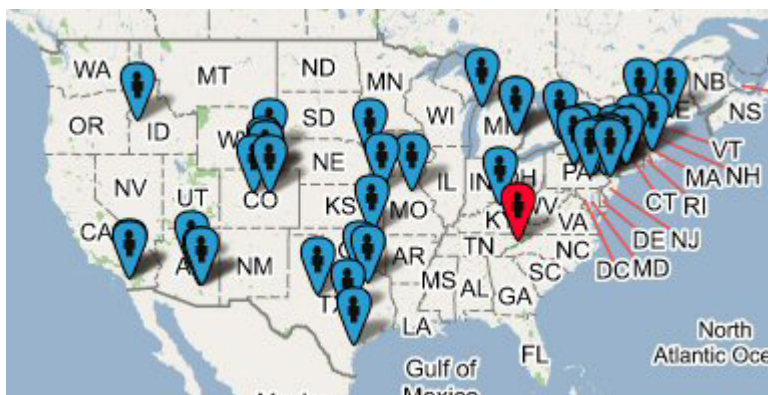
19807	Wilmington, DE 19807, USA
29617	Greenville, SC 29617, USA
<u>Jan Pritchard</u>	Waynesville (NC) – Red pin
33704	St Petersburg, FL 33704, USA
13903	Binghamton, NY 13903, USA
26062	Weirton, WV 26062, USA
06482	Sandy Hook, CT 06482, USA
08201	Absecon, NJ 08201, USA
78133	Canyon Lake, TX 78133, USA
67220	Wichita, KS 67220, USA
81520	Clifton, CO 81520, USA
68522	Lincoln, NE 68522, USA
13104	Manlius, NY 13104, USA
44118	Cleveland, OH 44118, USA
44221	Cuyahoga Falls, OH 44221, USA
32934	Melbourne, FL 32934, USA
81101	Alamosa, CO 81101, USA
19406	King Of Prussia, PA 19406, USA
05401	Burlington, VT 05401, USA
34222	Ellenton, FL 34222, USA
20151	Chantilly, VA 20151, USA
19025	Dresher, PA 19025, USA

34461	Lecanto, FL 34461, USA
94618	Oakland, CA 94618, USA
19436	Gwynedd, PA 19436, USA
32277	Jacksonville, FL 32277, USA
16417	Girard, PA 16417, USA
02835	Jamestown, RI 02835, USA
15705	Indiana, PA, USA
75042	Garland, TX 75042, USA
29108	Newberry, SC 29108, USA
44120	Cleveland, OH 44120, USA
02144	Somerville, MA 02144, USA
11771	Oyster Bay, NY 11771, USA
32611	Gainesville, FL, USA
44022	Chagrin Falls, OH 44022, USA
45244	Cincinnati, OH 45244, USA
41011	Covington, KY 41011, USA
14450	Fairport, NY 14450, USA
45429	Dayton, OH 45429, USA
19406b	King Of Prussia, PA 19406, USA
10023	New York, NY 10023, USA
75028	Flower Mound, TX 75028, USA
11754	Kings Park, NY 11754, USA
10708	Bronxville, NY 10708, USA
10024	New York, NY 10024, USA
18042	Easton, PA 18042, USA
10036	New York, NY 10036, USA
30534	Dawsonville, GA 30534, USA
20170	Herndon, VA 20170, USA
14580	Webster, NY 14580, USA
16866	Philipsburg, PA 16866, USA
06606	Bridgeport, CT 06606, USA
13214	Syracuse, NY 13214, USA

46322	Highland, IN 46322, USA
18938	New Hope, PA 18938, USA
06606b	Bridgeport, CT 06606, USA
43201	Columbus, OH 43201, USA
19533	Leesport, PA 19533, USA
44224	Stow, OH 44224, USA
49112	Edwardsburg, MI 49112, USA
32909	Palm Bay, FL 32909, USA
33803	Lakeland, FL 33803, USA
30316	Atlanta, GA 30316, USA
85205	Mesa, AZ 85205, USA
34238	Sarasota, FL 34238, USA
44124	Cleveland, OH 44124, USA
33756	Clearwater, FL 33756, USA
08848	Milford, NJ 08848, USA
12123	Nassau, NY 12123, USA
35763	Owens Cross Roads, AL 35763, USA
54476	Schofield, WI 54476, USA
78703	Austin, TX 78703, USA
11714	Bethpage, NY 11714, USA
19119	Philadelphia, PA 19119, USA
78216	San Antonio, TX 78216, USA
49120	Niles, MI 49120, USA
18104	Allentown, PA 18104, USA
14618	Rochester, NY 14618, USA
37377	Signal Mountain, TN 37377, USA
19610	Reading, PA 19610, USA

* End of April 10 list, receipt of March issue

April 11 recd March issue (day 33 – Tuesday)



80906 Colorado Springs, CO 80906, USA

92126 San Diego, CA 92126, USA

Jan Pritchard Waynesville (NC) --- Red pin

11801 Hicksville, NY 11801, USA

78666 San Marcos, TX 78666, USA

18929 Jamison, PA 18929, USA

19406 King Of Prussia, PA 19406, USA

74133 Tulsa, OK 74133, USA

14063 Fredonia, NY 14063, USA

49613 Arcadia, MI 49613, USA

68104 Omaha, NE 68104, USA

78412 Corpus Christi, TX 78412, USA

04537 Boothbay, ME 04537, USA

85719 Tucson, AZ 85719, USA

66061 Olathe, KS 66061, USA

92115 San Diego, CA 92115, USA

17837 Lewisburg, PA 17837, USA

76901 San Angelo, TX 76901, USA

17551 Millersville, PA 17551, USA

80226 Denver, CO 80226, USA

16877 Warriors Mark, PA 16877, USA

81211 Buena Vista, CO 81211, USA

80003 Arvada, CO 80003, USA

16877b Warriors Mark, PA 16877, USA

07950	Morris Plains, NJ 07950, USA
80303	Boulder, CO 80303, USA
17403	York, PA 17403, USA
48309	Rochester, MI 48309, USA
40522	Lexington, KY, USA
19067	Morrisville, PA 19067, USA
75208	Dallas, TX 75208, USA
08053	Marlton, NJ 08053, USA
75156	Mabank, TX, USA
83709	Boise, ID 83709, USA
06706	Waterbury, CT 06706, USA
48307	Rochester, MI 48307, USA
65203	Columbia, MO 65203, USA
02809	Bristol, RI 02809, USA
85710	Tucson, AZ 85710, USA
82009	Cheyenne, WY 82009, USA
05043	East Thetford, VT 05043, USA
85215	Mesa, AZ 85215, USA

* End of April 11 receipt of March issue

April 12 recd March issue (day 34 – Wednesday)



Jan Pritchard Waynesville (NC)

92407 San Bernardino, CA 92407, USA

07753 Neptune, NJ 07753, USA

52002 Dubuque, IA 52002, USA

76021 Bedford, TX 76021, USA

70403 Hammond, LA 70403, USA

79413 Lubbock, TX 79413, USA

70461 Slidell, LA 70461, USA

92728 Fountain, CO, USA

02481 Wellesley Hills, MA 02481, USA

93727 Fresno, CA 93727, USA

80003 Arvada, CO 80003, USA

02421 Lexington, MA 02421, USA

48103 Ann Arbor, MI 48103, USA

32259 Jacksonville, FL 32259, USA

10024 New York, NY 10024, USA

48341 Pontiac, MI 48341, USA

16933 Mansfield, PA 16933, USA

48423 Davison, MI 48423, USA

91042 Tujunga, CA 91042, USA

63131 St Louis, MO 63131, USA

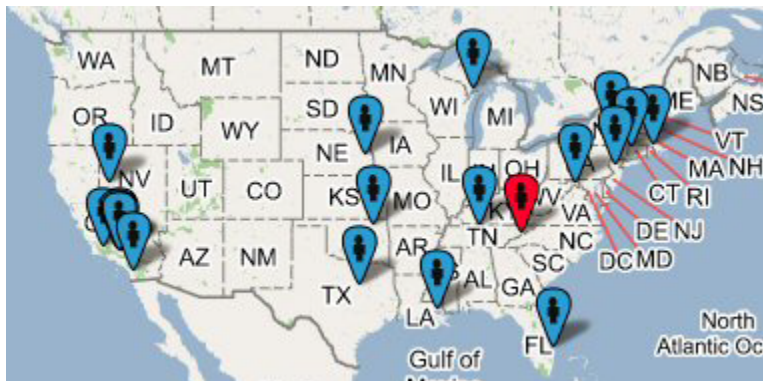
66762 Pittsburg, KS 66762, USA

04106 South Portland, ME 04106, USA

94523 Pleasant Hill, CA 94523, USA

* End of list for this day

April 13 rec'd March issue (day 35 – Thursday)



76708 Waco, TX 76708, USA

Jan Pritchard Waynesville (NC) – Red pin

68588 Lincoln, NE, USA

33478 Jupiter, FL 33478, USA

70070 Luling, LA 70070, USA

91001 Altadena, CA 91001, USA

74132 Tulsa, OK 74132, USA

92105 San Diego, CA 92105, USA

54202 Baileys Harbor, WI 54202, USA

08619 Trenton, NJ 08619, USA

91207 Glendale, CA 91207, USA

13820 Oneonta, NY 13820, USA

06482 Sandy Hook, CT 06482, USA

91390 Santa Clarita, CA 91390, USA

89447 Yerington, NV 89447, USA

37211 Nashville, TN 37211, USA

91342 Sylmar, CA 91342, USA

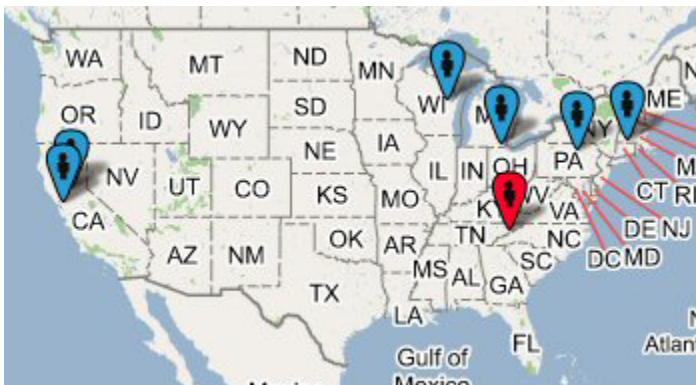
02840 Newport, RI 02840, USA

93120 Santa Barbara, CA, USA

22630 Front Royal, VA 22630, USA

* End of list for this day

April 14 rec'd March issue (day 36 – Friday)



Zip rec'd march issue April 14

Jan Pritchard Waynesville (NC) – Red Pin

17837 Lewisburg, PA 17837, USA

94306 Palo Alto, CA 94306, USA

54915 Appleton, WI 54915, USA

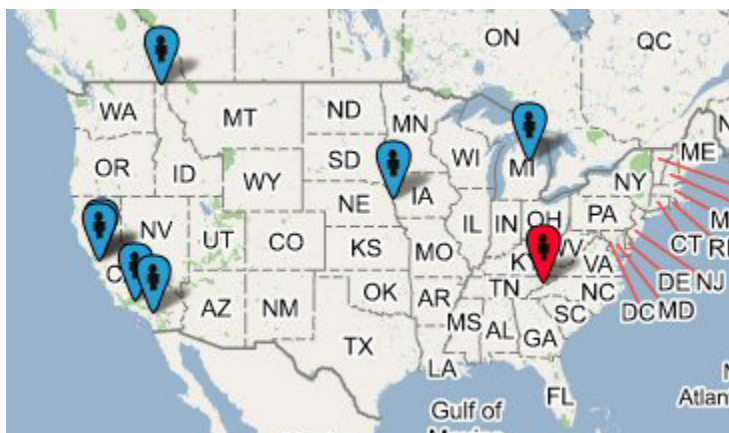
06416 Cromwell, CT 06416, USA

43402 Bowling Green, OH 43402, USA

92637 Laguna, CA, USA

* End of list for this day

April 15 rec'd March issue (day 37 – Saturday)



Zip rec'd April 15

Jan Pritchard Waynesville (NC)

95125 San Jose, CA 95125, USA

48642 Midland, MI 48642, USA

92057 Oceanside, CA 92057, USA

96790 Kula, HI 96790, USA

95060 Santa Cruz, CA 95060, USA

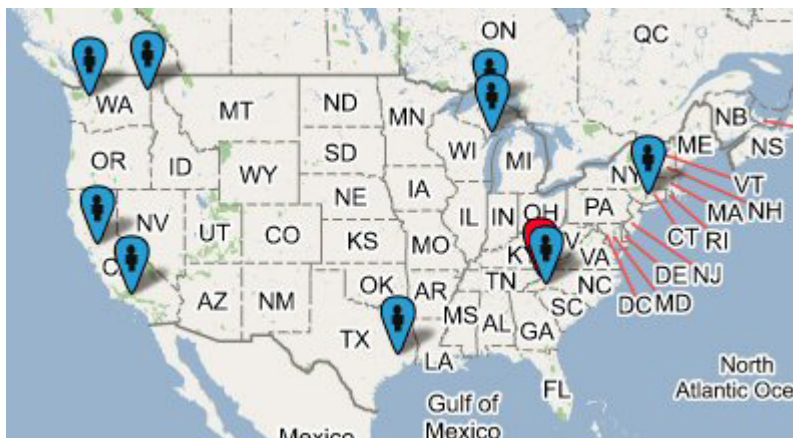
68144 Omaha, NE 68144, USA

91362 Thousand Oaks, CA 91362, USA

83864 Sandpoint, ID 83864, USA

* End of list for this day

April 17 rec'd March issue (day 39 – Monday)

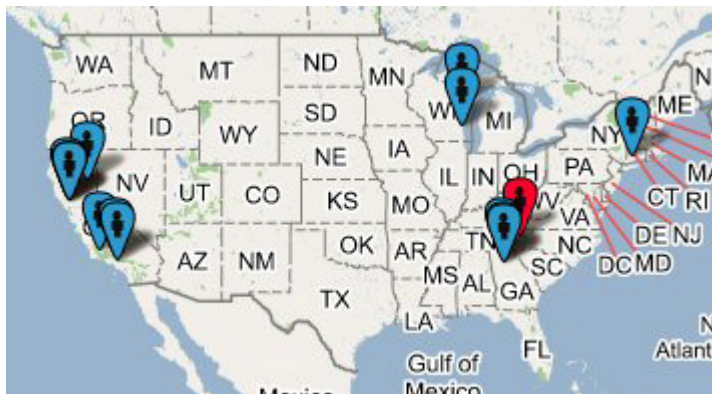


Zip rec'd March issue April 17th

<u>Jan Pritchard</u>	Waynesville (NC) – Red pin
06840	New Canaan, CT 06840, USA
77006	Houston, TX 77006, USA
99224	Spokane, WA 99224, USA
49855	Marquette, MI 49855, USA
94566	Pleasanton, CA 94566, USA
91301	Agoura Hills, CA 91301, USA
29614	Greenville, SC 29614, USA
98418	Tacoma, WA, USA
54202	Baileys Harbor, WI 54202, USA

* End of list for this day

April 18 rec'd March issue (day 40 – Tuesday)



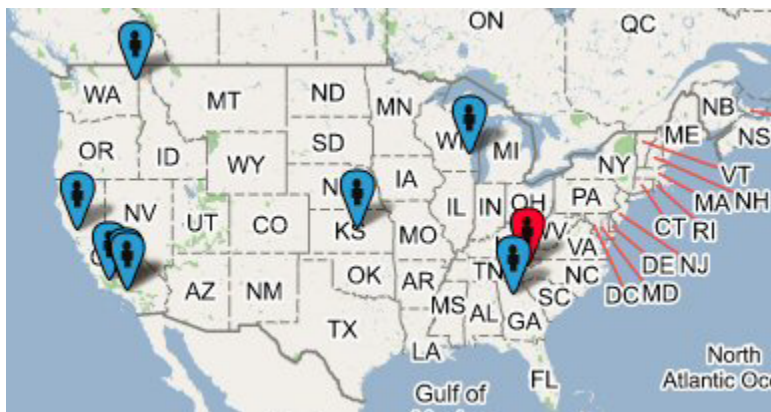
Zip rec'd March issue on April 18th

Jan Pritchard Waynesville (NC) – Red pin

30312	Atlanta, GA 30312, USA
94903	San Rafael, CA 94903, USA
30236	Jonesboro, GA 30236, USA
94903b	San Rafael, CA 94903, USA
94952	Petaluma, CA 94952, USA
93117	Goleta, CA 93117, USA
94930	Fairfax, CA 94930, USA
30062	Marietta, GA 30062, USA
53132	Franklin, WI 53132, USA
54115	De Pere, WI 54115, USA
90403	Santa Monica, CA 90403, USA
11733	East Setauket, NY 11733, USA
90731	San Pedro, CA 90731, USA
95959	Nevada City, CA 95959, USA

* End of list for this day

April 19 rec'd March issue (day 41 – Wednesday)

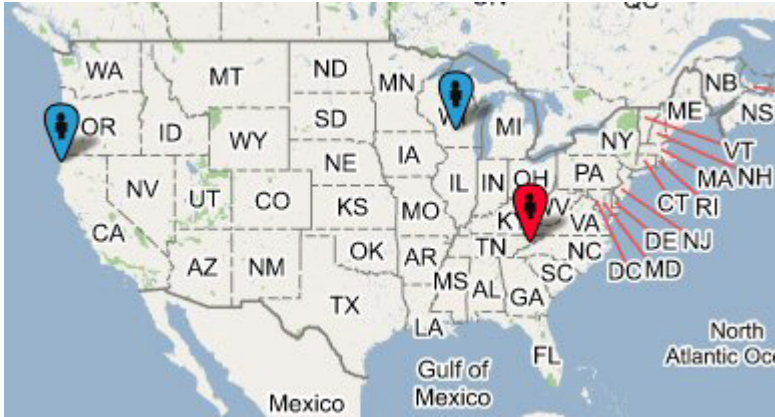


Zip rec'd March issue April 19th

30253	Mcdonough, GA 30253, USA
<u>Jan Pritchard</u>	Waynesville (NC) – Red pin
99205	Spokane, WA 99205, USA
99567	Chugiak, AK 99567, USA
67502	Hutchinson, KS 67502, USA
94957	Ross, CA 94957, USA
90026	Los Angeles, CA 90026, USA
93108	Santa Barbara, CA 93108, USA
53045	Brookfield, WI 53045, USA
90803	Long Beach, CA 90803, USA

* End of list for this day

April 20 recd March issue (day 42 – Thursday)



Zip rec'd March issue

[Jan Pritchard](#) Waynesville (NC) – Red pin

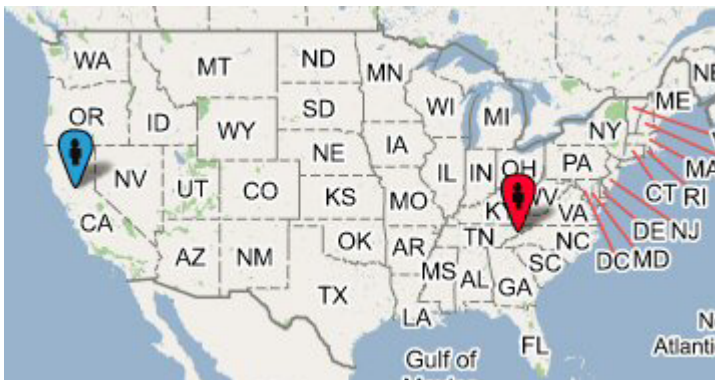
95519 Mckinleyville, CA 95519

99709 Fairbanks, AK 99709

53706 Madison, WI 53706

* End of list for this day

April 21 recd March issue (day 43 – Friday)



Zip rec'd March issue April 21

[Jan Pritchard](#) Waynesville (NC) – Red pin

95616 Davis, CA 95616

* End of list for this day

April 22 rec'd March issue (day 44 – Saturday)



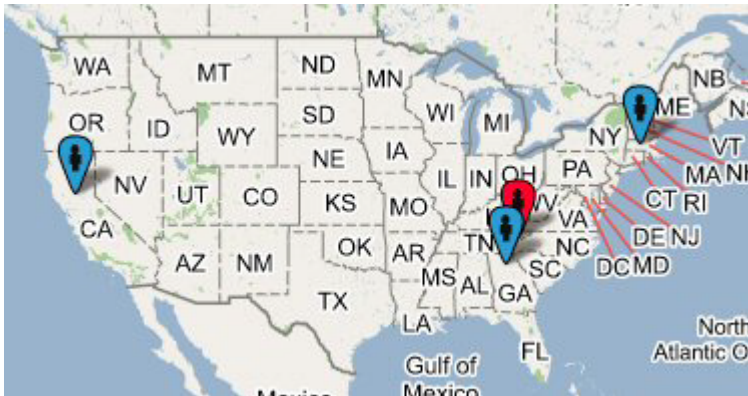
Zip rec'd March issue

[Jan Pritchard](#) Waynesville (NC) – Red pin

94127 San Francisco, CA 94127

* End of list for this day

April 24 rec'd March issue (day 46 – Monday)



Zip rec'd March issue April 24

[Jan Pritchard](#) Waynesville (NC) – Red pin

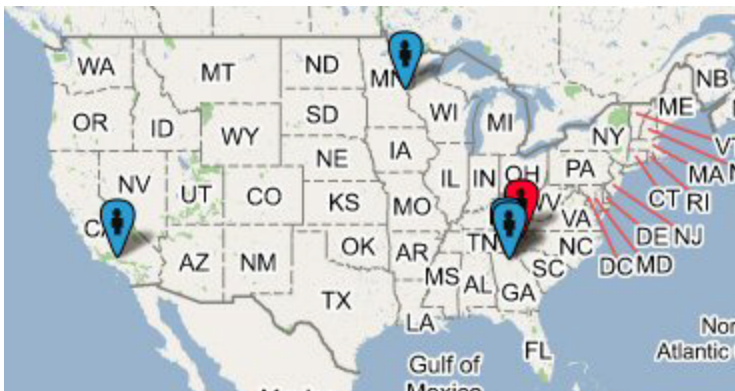
95616 Davis, CA 95616

06278 Ashford, CT 06278

30094 Conyers, GA 30094

* End of list for this day

April 25 rec'd March issue (day 47 – Tuesday)



Zip rec'd March issue

[Jan Pritchard](#) Waynesville (NC) – Red pin

30078 Snellville, GA 30078

30040 Cumming, GA 30040

55005 Bethel, MN 55005

90403 Santa Monica, CA 90403

*End of list for this day

April 26 rec'd March issue (day 48 – Wednesday)



Zip rec'd March issue April 26

[Jan Pritchard](#) Waynesville (NC) – Red pin

96746 Kapaa, HI 96746

* End of list for this day

April 29 rec'd March issue (day 51 – Saturday)



Zip rec'd March issue

[Jan Pritchard](#) Waynesville (NC) – Red pin

48167 Northville, MI 48167

* End of list for this day

END OF MARCH ISSUE DATA

END OF RAW DATA

Respectfully submitted – Jan Spell Pritchard